

FAQS

FREQUENTLY ASKED QUESTIONS

1. What time is check-in and check-out?

Check-in is from 3.00pm.

Check-out is by 10.00am.

Please let us know in advance if you need flexibility — we'll accommodate where possible.

2. Is there parking available?

Yes. Please park beneath the kitchen window (next to the porch) or around the side of the house, close to the house wall.

3. How do I access the property?

You will receive detailed check-in instructions 24 hours before arrival, including key safe/lockbox information.

4. Is Wi-Fi available?

Yes, complimentary Wi-Fi is provided.

Information is provided in the check-in instructions 24 hours before arrival, including network name and password

5. Are towels and linens provided?

Yes, fresh towels and bed linens are provided for your stay.

6. Is the kitchen fully equipped?

The kitchen includes essential cookware, crockery, cutlery, and basic appliances including a microwave.

7. Are pets allowed?

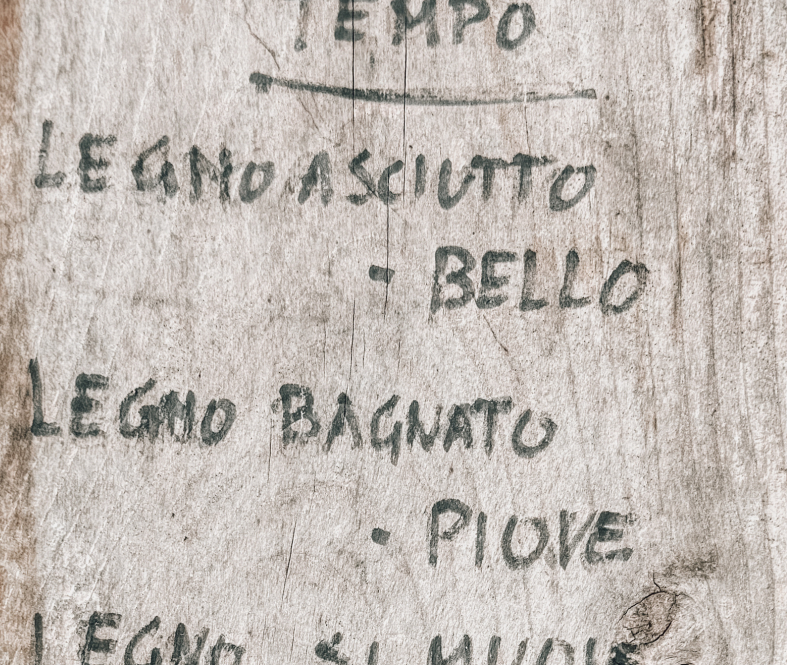
No. We are a pet free property.

8. Is the property suitable for children?

Yes, but please note safety considerations such as stone stairs, open water, open fireplaces, valuable antiques and artwork for which a £500 refundable deposit is needed.

9. What is your cancellation policy?

Please refer to the cancellation policy listed on the holiday rental website at the time of booking.



FAQS

GETTING AROUND - FAQS

10. Who do I contact if I need help during my stay?

You can message us directly through the booking website or contact details provided upon check in, and we will respond as quickly as possible.

11. Do we need a car?

Yes, a car is needed to access the villa.

Once parked in Bellagio town centre, the rest of Lake Como can easily be explored on foot and by ferry, including the local car and passenger ferry known as the “traghetto”.

12. How do I get tickets for the ferry?

Ferry tickets must be purchased in person at the ticket office, where you will need to queue.

You can find ferry timetables and updated travel information on the official website here:

<https://www.navigazioneelaghi.it/en/tickets-and-timetables-lake-como/>

13. Where is the nearest train station?

The nearest train station is in Canzo, with direct routes to Milan (Milano Cadorna station). Tickets can be purchased at the station ticket office.

Alternatively, you can view timetables and purchase tickets online via this link:

<https://www.trenitalia.com/>

14. Where is the nearest bus stop?

The nearest bus stop is Guello - Via Valassina, 195. More info about timetables and tickets can be found here:

<https://lakecomotravel.com/bus-service-around-lake-como/>

15. Where can I find travel information for Lake Como?

The following website is full of useful travel information: <https://lakecomotravel.com/>