CASA e NATURA

PARC RÉSIDENTIEL DE LOISIRS

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General Terms and Conditions of Sale, Booking and Stay

Casa e Natura Residence – Santa Maria Poggio, Corsica

> *Making a booking implies full and unreserved acceptance of these General Terms and Conditions, of the accepted quotation or booking confirmation, and of the Residence's House Rules. Any special conditions specific to a booking take precedence over these Terms and Conditions in the event of conflict.*

Article 1 – Operator

The Casa e Natura Residence, a holiday park, is operated by CASA E NATURA, a simplified joint-stock company (SAS) with a share capital of €4,956,620.00, registered with the Bastia Trade and Companies Register (RCS) under number 814 776 365 (SIRET 814 776 365 00029), EU VAT number FR14814776365, whose establishment is located at Route Territoriale 10, 20221 Santa Maria Poggio, France.

- Email: contact@casa-e-natura.corsica
- Telephone and WhatsApp: +33 6 30 83 79 23
- Official website: https://www.casa-e-natura.corsica

Article 2 – Purpose and scope

These Terms and Conditions govern the seasonal rental of furnished and fully equipped chalets located within the Casa e Natura Residence, for a fixed period and exclusively for holiday purposes. The chalets are offered in three categories (Casa, Natura and Prestige) and in two layouts (2 or 3 bedrooms).

The Residence opens from March onwards. A stay during the closure period may be granted on request; it is then subject to a specific rental agreement, which takes precedence over these Terms and Conditions on the matters it covers.

Article 3 – Contractual documents

The contract consists of the following documents, in decreasing order of precedence:

1. the rental agreement or booking confirmation, together with any special conditions;
2. the accepted quotation or booking summary;
3. these General Terms and Conditions;
4. the Residence's House Rules and the terms of the end-of-stay cleaning service.

Photographs and descriptions are provided for information only: they do not guarantee any particular view, orientation or chalet number.

Article 4 – Booked category and allocation of the chalet

Only the category and layout of the booked chalet are guaranteed. The chalet is allocated by the Residence, with no commitment as to its number or location. Any preferences expressed by the guest are noted for information

purposes and cannot be guaranteed. The same applies to requests for neighbouring chalets made in connection with several bookings.

Article 5 – Guest, occupants, visitors and capacity

The person making the booking must be of legal age, take part in the stay and be answerable for compliance with the contract by all occupants. They must state the exact composition of the group and the age of each member; every child, including babies, counts towards the chalet's capacity.

The number of occupants may not exceed the stated capacity. If it does, the Residence may refuse entry to any undeclared occupant, charge a supplement at the applicable rate or terminate the stay. Minors who are not accompanied by a parent or a responsible adult are not admitted. Any transfer or subletting of the booking is prohibited.

Visitors are welcome, provided that the guest receiving them informs reception in advance. They may only access that guest's chalet and remain under the guest's responsibility. Their vehicles must be parked in the car park, where spaces are reserved primarily for guests staying at the Residence, and may never be driven along the internal lanes, including during the day. The swimming pool, the gym and the Residence's services are exclusively reserved for guests staying at the Residence and registered at reception: they are not open to visitors. As the swimming pool and the gym are covered by video surveillance, the Residence reserves the right to check who is using them.

Article 6 – Booking and guarantee

6.1 – Booking on the official website

Bookings are preferably made on the official website, through the secure booking engine: https://direct-book.com/properties/residencecasaenaturadirect. The conditions of the rate selected (free cancellation or non-refundable), displayed before confirmation, apply to the booking.

6.2 – Booking by quotation

The guest accepts the quotation by replying to the email, then registers a bank card as a guarantee via the secure official website; bank details are never requested by email or by telephone. The rental agreement is then sent to the guest.

6.3 – Booking guarantee

Whichever rate is selected, 15% of the total price of the stay is charged to the registered bank card as an advance payment 45 days before arrival, in order to secure the booking definitively. For bookings made less than 45 days before arrival, this payment is taken upon confirmation. This amount is deducted from the balance. By registering their bank card, the guest expressly authorises the Residence to take this payment on the scheduled date.

6.4 – No right of withdrawal

In accordance with Article L. 221-28, 12° of the French Consumer Code, the right of withdrawal does not apply to accommodation services provided on a specific date or for a specific period.

Article 7 – Prices, tourist tax and optional extras

Prices are quoted in euros, per night, according to the category, layout and dates of the stay. Rates are dynamic: they may vary according to current offers, the dates of the stay and the time at which the booking is made.

The applicable rate is the one in force on the day of booking, as shown in the accepted quotation or booking confirmation. This rate is firm and final: any subsequent price reduction or promotional offer cannot give rise to any renegotiation, refund or adjustment, including when the balance is paid.

The tourist tax is payable in addition to the price, per adult and per night, at the rate set by the local authority and in force on the dates of the stay; for information, it amounts to €1.30 at the date of these Terms and Conditions. Its amount is shown to the guest before booking.

Bed linen and towels, as well as end-of-stay cleaning, are available as optional extras for an additional charge, the price of which is shown before booking. Promotional offers apply in accordance with their own terms.

Article 8 – Payment of the balance

For bookings made by quotation, the balance of the stay is paid on arrival, at reception, by bank card or in cash, as the guest prefers. For bookings made on the official website, the payment terms are those of the rate selected.

Keys are handed over once the balance has been paid, the security deposit provided and the check-in formalities completed.

Article 9 – Cancellation by the guest

Any cancellation must be sent in writing to contact@casa-e-natura.corsica; the date of receipt shall be authoritative.

Cancellation conditions depend on the rate selected at the time of booking, as shown in the quotation or booking confirmation:

Rate selected	Payment	In the event of cancellation
Free cancellation	15% of the total price charged to the bank card 45 days before arrival; balance paid on arrival	The 15% charged is refunded for any cancellation received no later than the day before arrival; after that, it is retained
Non-refundable	15% of the total price charged to the bank card 45 days before arrival; balance paid on arrival	The 15% charged is retained

These conditions apply regardless of how the booking was made, on the official website or by quotation.

If the guest has not been in contact within 48 hours of the scheduled arrival date, the booking is deemed to have been abandoned: the chalet may be reallocated and the full price of the stay remains payable.

Guests are advised to take out cancellation insurance with the provider of their choice.

Article 10 – Stays begun, late arrival and early departure

Once a stay has begun, it is payable in full. A late arrival, a shortened stay or an early departure on the guest's part, for whatever reason, does not give rise to any refund, except in the event of force majeure within the meaning of Article 19 or a failure attributable to the Residence.

Any request to change the dates, length of stay or category is subject to the Residence's prior agreement and to availability.

Article 11 – Cancellation or modification by the Residence

If the Residence is unable to provide the booked chalet (damage, breakdown, urgent works, safety reasons), it will inform the guest without delay and offer a chalet of an equivalent or higher category at no extra cost. If no equivalent solution is available, or if the guest declines it, the sums paid for the service not provided will be refunded.

Article 12 – Arrival and departure

	Times
Chalet available	From 4 pm
Chalet to be vacated	Before 10 am
Reception	9 am – 12 noon and 3 pm – 7 pm (6 pm in winter)

On arrival, the guest presents the valid passport or identity card of each person who will be staying in the chalet. A copy may be kept for the duration of the stay; it is destroyed on departure. Guests of foreign nationality, including citizens of the European Union, must also complete the individual police registration form required by law, which is kept for six months. Finally, the guest provides the security deposit of €300 per chalet, by bank card, and pays the balance of the stay.

If arriving after reception has closed, guests are asked to notify the Residence: the self check-in procedure will then be sent to them by email and WhatsApp, and the formalities are completed at reception the following morning.

From 6.30 pm to 8 am, the barrier at reception is closed and the lanes are reserved for pedestrians: vehicles must then be left in the car park, and luggage is carried on foot to the chalet. The traffic and parking rules are set out in the House Rules.

On departure, keys must be returned before 10 am, in accordance with the arrangements indicated by the Residence. Only reception may grant and confirm a later key return. Without its agreement, any return of keys after 11 am will incur a charge of €45. Any lost key will be charged at €30.

The check-out inspection is carried out after departure by the housekeeping team, without the guest being present. Any issue found is documented with dated photographs, which are sent to the guest if any amount is withheld.

Article 13 – Security deposit

A security deposit of €300 per chalet is required on arrival, by bank card only. It covers, in particular, damage, missing items, lost keys, any outstanding amounts and excess cleaning, the latter up to a limit of €75 per stay in accordance with the terms of the end-of-stay cleaning service.

If nothing is withheld, the security deposit is released 48 hours after departure. Any amount withheld is justified to the guest (photographs, quotation or invoice).

The security deposit does not constitute a limit of liability. Where damage exceeds its amount (a broken patio window, destroyed equipment or other), the guest pays the difference directly to the Residence, upon presentation of the quotation or invoice for the repair, except in the case of normal wear and tear or force majeure. If insured, it is the guest's responsibility to contact their insurer or third-party liability cover themselves; such steps do not suspend the payment due to the Residence.

Article 14 – Upkeep, cleaning and linen

The guest keeps the chalet reasonably clean throughout the stay; a broom, a mop and a dustpan are provided. On departure, the chalet must be left tidy, with bins emptied, dishes washed and the fridge emptied; if the barbecue has been used, it must be emptied of ashes and cleaned.

On arrival, a roll of toilet paper and a bin bag are provided in the chalet; any consumables needed for the rest of the stay are at the guest's expense.

End-of-stay cleaning is an optional, paid service governed by a dedicated document provided to the guest; it does not exempt the guest from the departure instructions.

Bed linen and towels are available as an option. Their availability is only guaranteed if they are booked no later than 48 hours before arrival. After that deadline, linen cannot be guaranteed and the Residence cannot be held responsible if it is unavailable. If no linen has been booked, guests bring their own. Linen is not changed during the stay.

The chalets do not have washing machines: a launderette is available, operated with tokens sold at reception.

Article 15 – Services and facilities

The swimming pool is open in season, at the times displayed; it is unsupervised and its use is governed by the House Rules. Its closure, whether temporary or out of season, as well as the occasional adjustment of a non-essential service for technical, weather-related or safety reasons, does not give rise to any price reduction.

Two electric vehicle charging points are available in the car park; charging is payable as an extra and its use is governed by the House Rules.

A barbecue is lent free of charge; charcoal, firelighters and utensils are at the guest's expense, and its use is governed by the House Rules.

The Residence team speaks French and English.

Article 16 – Animals

Animals are not accepted at the Residence, with the exception of guide dogs and assistance dogs accompanying a person with a disability, which are admitted free of charge. Their presence must be notified at the time of booking, so that it can be recorded together with the relevant supporting documents. On arrival, the guest presents the card and the record book certifying the dog's status as a guide or assistance dog.

Article 17 – Guest's obligations and early termination of the stay

The guest occupies the chalet peacefully, in accordance with its intended use and with the House Rules. The guest reports any breakdown, leak or damage without delay and does not carry out any repairs or alterations.

In the event of serious disturbance, dangerous behaviour, wilful damage, undeclared occupancy or repeated breaches of the House Rules, the Residence may, after a formal warning has gone unheeded, or immediately in an emergency or in the event of danger, terminate the stay without refunding the unused portion.

Article 18 – Liability and insurance

The guest is liable for any damage caused by themselves and by the occupants for whom they are responsible. Guests are advised to hold holiday third-party liability insurance. The Residence is not liable for the loss, theft or damage of personal belongings left in the chalets, vehicles or common areas, unless proven to be at fault.

Items left behind in a chalet after departure are kept at reception for one month; after that period, the Residence may dispose of them freely. They are not sent or posted unless the guest provides, at their own expense, a prepaid parcel for that purpose. Food left in the chalet is not kept: it is removed during cleaning, with no obligation to keep it for the guest.

Article 19 – Force majeure

Neither party may be held liable for any failure resulting from force majeure within the meaning of Article 1218 of the French Civil Code. In such a case, the parties will seek, as far as possible, to postpone or adapt the stay.

Article 20 – Complaints

Any visible issue noticed on arrival (cleanliness, missing or faulty equipment) must be reported to reception within 24 hours of arrival; after that period, the chalet is deemed to have been handed over in good condition, except for hidden defects. Any problem arising later during the stay must be reported as soon as it is noticed, at reception or by telephone, so that it can be dealt with promptly.

After the stay, any complaint must be sent in writing to contact@casa-e-natura.corsica, stating the dates of the stay, the facts and any relevant supporting evidence.

Article 21 – Maintenance and technical work

Where technical work is required in the chalet, the guest first clears the area concerned: personal belongings, groceries and any other items belonging to the guest must be removed, so that the work can be carried out in good conditions and any dispute avoided.

The area where the work takes place, and that area only, is photographed before and after the work. If it has been soiled during the work, it is then cleaned. It is then up to the guest to put away their personal belongings and the items they use.

Article 22 – Personal data

CASA E NATURA, as data controller, collects the data needed to manage bookings, payments and stays, and to comply with its legal obligations, on the basis of the performance of the contract and of those obligations. The data is shared only with the service providers required to perform the contract (booking engine, payment provider) and with the competent authorities. Bank details are processed by the secure payment provider.

Data is kept for the duration of the business relationship, then for three years from the last contact for marketing information purposes, and for ten years in the case of accounting records. Copies of identity documents are destroyed when the guest leaves; individual police registration forms are kept for six months.

Guests have the right to access, rectify, erase, restrict, object to and port their data, which they may exercise by writing to contact@casa-e-natura.corsica; they may also lodge a complaint with the CNIL, the French data protection authority.

Article 23 – Governing law and mediation

The contract is governed by French law; in the event of translation, the French version shall prevail.

If a written complaint has not been resolved amicably, the guest may refer the matter, free of charge, to the consumer mediator to which the Residence is affiliated: ……..

Failing agreement, any dispute shall be brought before the competent courts in accordance with the ordinary rules of law.

Article 24 – Acceptance

These Terms and Conditions and the House Rules are made available to the guest before any booking, on the official website and with every quotation, and remain available on request. Confirming a booking on the official website, accepting a quotation, signing the rental agreement or paying the advance payment constitutes acceptance of these documents. The guest undertakes to bring them to the attention of all occupants.