CASA e NATURA

PARC RÉSIDENTIEL DE LOISIRS

CORSE

House Rules

Casa e Natura Residence – Santa Maria Poggio, Corsica

Article 1 – Purpose and scope

These House Rules are intended to ensure everyone's safety, peace and comfort, and to preserve the chalets, the facilities and the natural setting of the Casa e Natura Residence.

They apply to everyone present at the Residence: guests, declared occupants, children, visitors and contractors. They supplement the General Terms and Conditions and the rental agreement. The guest who made the booking undertakes to bring them to the attention of the people for whom they are responsible.

Article 2 – Reception and check-in formalities

Reception is open from 9 am to 12 noon and from 3 pm to 7 pm (6 pm in winter). The team speaks French and English.

On arrival, the guest comes to reception with 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 and 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. The guest declares all occupants, provides the security deposit of €300 per chalet by bank card, and pays the balance of the stay. Guests arriving after reception has closed follow the self check-in procedure sent to them and complete the formalities the following morning.

Article 3 – Access to the Residence and visitors

The gate is not opened between 12 noon and 3 pm, while reception is closed, and the barrier at reception is closed from 6.30 pm to 8 am (Article 9). Codes and keys issued by the Residence are strictly personal and must not be shared with anyone else.

Visitors are welcome, provided that the guest receiving them has informed reception in advance. They may only access that guest's chalet, remain under the guest's responsibility and may not stay overnight at the Residence. Their vehicle must be parked in the car park and may not be driven along the lanes (Article 9).

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 4 – Peace and quiet, and community life

Everyone takes care not to disturb other residents: music, audio devices, conversations and car doors should be kept quiet. Peace and quiet must be observed between 10 pm and 8 am.

Other guests and staff must be treated with respect at all times. Any aggressive, abusive or dangerous behaviour, as well as obvious drunkenness that disturbs others, may lead to exclusion from the Residence.

Article 5 – Use of the chalets

The chalets must be occupied peacefully, within the limit of their capacity and in accordance with their intended use. It is forbidden to accommodate undeclared persons, to sublet, to move furniture out of the chalet or off its terrace, or to alter the installations.

Smoking is not permitted inside the chalets. Any breakdown, leak or damage must be reported to reception without delay; guests must not carry out any repairs themselves.

Article 6 – Barbecues

Barbecues are lent free of charge by the Residence. Only the barbecue itself is provided: charcoal, firelighters and utensils are at the guest's expense. This complimentary service relies on everyone respecting the following rules.

The use of barbecues on the wooden terraces is strictly prohibited. Barbecues may only be used on the lawn, at a safe distance from terraces, vegetation and any flammable items (parasols, garden furniture, fabrics), under the constant supervision of an adult.

Barbecues must not be used in strong winds, when prohibited by the prefecture or during a fire-risk alert. Ashes must be completely extinguished before being disposed of. Any other fire, including wood fires and personal barbecues, is strictly prohibited.

On departure, the barbecue must be emptied of ashes, cleaned and returned in good condition.

Everyone is expected to use it responsibly: any damage resulting from improper use is the responsibility of the person who caused it.

Article 7 – Safety and fire risk

The Residence is located in an area exposed to the risk of forest fires. Cigarette ends must be extinguished and placed in the ashtrays or bins provided, never on the ground or in the vegetation.

Fire extinguishers, emergency exits and access routes must never be moved, obstructed or blocked. In the event of a fire, a weather alert or any dangerous situation, everyone must immediately alert the emergency services and the Residence, and follow the instructions of the team and the authorities.

Article 8 – Swimming pool

The swimming pool is open in season, at the times displayed. It is not supervised: bathing is entirely at the users' own risk.

- Children must be accompanied and supervised at all times by a responsible adult.
- Showering before swimming is compulsory, and only clean swimwear, worn exclusively for swimming, is permitted.
- The following are prohibited: glass objects, food at the poolside, alcohol, smoking, animals, diving, running and dangerous games.
- Access is prohibited outside opening hours.

The swimming pool may be closed at any time for maintenance, water quality, weather or safety reasons, without this giving rise to any price reduction.

Article 9 – Traffic and parking

Vehicles may only be driven along the lanes when necessary (arrival, departure, loading or unloading luggage), during the day only, at walking pace and at no more than 10 km/h, to ensure the safety of children and all pedestrians, who always have priority.

The lanes are one-way: the indicated direction of traffic must be followed, and U-turns are prohibited.

Vehicles must be parked in the car park, where spaces are reserved primarily for guests staying at the Residence. Visitors' vehicles are under no circumstances permitted on the lanes, including during the day. On the lanes, only a brief stop is tolerated to load or unload luggage, limited to 15 minutes and without obstructing traffic or emergency access. Vehicles are not permitted in the chalet gardens.

From 6.30 pm to 8 am, the barrier at reception is closed to ensure safety and quiet on the lanes, which then become pedestrian-only. During these hours, no vehicle may be driven within the park: all vehicles must be parked in the car park.

Two electric vehicle charging points are available in the car park. Charging is payable as an extra, at the applicable rate. As these spaces are limited, guests are asked to move their vehicle as soon as charging is complete, so that they remain available to other guests. Vehicles may not remain parked there overnight. Charging an electric vehicle from the chalets' power sockets is prohibited, due to the risk of overheating and fire.

Article 10 – Cleanliness, waste and recycling

Waste must be placed in the designated refuse areas, in compliance with recycling rules. No waste may be left on the terraces, on the lanes or in the green spaces. Common areas must be left clean after use.

Article 11 – Launderette and laundry

The launderette is operated with tokens sold at reception. Laundry should be hung out discreetly and must not be attached to trees or inconvenience neighbours or traffic.

Article 12 – Animals

Animals are not permitted 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, and on arrival the guest presents the card and the record book certifying their status.

Article 13 – Respect for the environment

Trees, plants and green spaces must be respected: it is forbidden to cut branches, to pick or damage plants, or to attach anything to the trees. Any damage is charged to the person responsible.

Article 14 – Personal belongings

Each guest remains responsible for their personal belongings, valuables and vehicles. The Residence does not take custody of them and cannot be held liable for their loss or theft, 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 15 – Photographs, videos and drones

Private photographs and videos are permitted, provided that the privacy of other residents and staff, and in particular of children, is respected. The use of drones is prohibited within the Residence without prior written authorisation.

Article 16 – Breaches and sanctions

Any breach of these House Rules may result in a warning, followed by restricted access to the facilities. In the event of a serious or repeated breach, 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 refund and call the police if necessary. Any damage is charged to the person responsible or, in the case of a minor, to the adult responsible for them.

Article 17 – Display and entry into force

These House Rules are displayed at reception and provided to any guest on request. They come into force as soon as they are displayed and may be updated by the Residence to reflect changes in facilities, regulations or safety instructions.