

Stella di Mare Residence

Below

« The residence »

operated by the company

« LISA MARE »

TERMS OF USE AND REGULATIONS OF THE RESIDENCE

The conditions of use and access to the services of the residence are described in this document which serves as internal regulations. They are established with the aim of preserving the calm of the residence and the attraction that it arouses with its customers, to guarantee the course of a pleasant and restful stay for all the customers in the respect of others. with civility, kindness and in complete safety. The conditions of use and the rules of the residence form an integral part of any contract between the residence and the client. Each customer acknowledges having read these conditions of use and the rules of procedure, prior to any reservation of a stay, for himself and for any person participating in the stay.

In the event that the client or any person participating in the stay does not comply with the provisions of this document, the residence or its representative reserves the right to expel them without notice or reimbursement.

The rentals as described in this document correspond to the mini-villas and the villa of the residence.

General customer behavior

1. The customer must ensure the peaceful nature of the rental with respect for the other customers of the residence.
2. The client must respect the calmness of the residence, in particular:
 - a. avoid speaking loudly, showing anger or acting with violence,
 - b. keep the sound level of the television or any personal equipment below 20 decibels after 10:00 p.m. and until 9:00 a.m., below 45 decibels the rest of the time.
3. The client must avoid any attitude that undermines modesty from a behavioral or clothing point of view.
4. Customers can invite people from outside the residence within the limit of the rental capacity. Guests will be able to enjoy the facilities of the residence after the client has informed the reception of the residence 48 hours before.
5. Useful residence information such as wifi codes, portal code, service telephone numbers must not be communicated to people outside the residence.
6. In the event of a dispute with another customer (confusion or misuse of the car park, noise complaints, any violation of the internal regulations causing an inconvenience), we invite you to show courtesy to resolve it as a good neighbor or to contact reception. for the resolution of the dispute.

Reminder of the prohibitions provided for by the general terms and conditions of sale

7. No lightweight installation (tent, hammock, deckchair or personal furniture) is tolerated within the residence.
8. Pets are not allowed in rentals as in the residence.
9. For security and insurance reasons, it is forbidden to exceed the maximum number of occupants provided for in each rental. A baby is considered a person.

Rental

10. Smoking is prohibited in the rentals.
11. It is forbidden to transport outside the perimeter of the rental any equipment, furniture, accessories, elements composing the equipment of the rentals or which are made available. The perimeter of each rental includes the interior and the terrace.
12. It is forbidden to modify the layout of the interior furniture of the rental. Only chairs can be moved onto the patio to complement other outdoor seats.
13. It is forbidden to divert the use of any equipment, furniture, accessories, elements composing the rental equipment or which are made available for their main destination.
14. It is forbidden to handle electrical connections, light bulbs and other electrical consumables such as fuses without the intervention of qualified technical personnel mandated by the residence. The manipulation of the electrical panel of the rental remains possible.
15. It is forbidden to use the barbecue inside the rental. It is also forbidden to use the barbecue on windy days.
16. It is forbidden to connect an electric vehicle to a rental outlet.
17. For the sake of respecting the environment, it is requested not to leave the rental air conditioning units on when the windows or doors are open.

Green spaces and plants

18. It is forbidden to throw rubbish or leave any personal effects in the green spaces of the residence.
19. It is forbidden to pick, uproot, trample, cut, consume all or part of the plants, fruits and trees of the residence.
20. It is forbidden to use, move and more generally manipulate fixed and mobile irrigation installations and equipment.

Household waste management

21. In general, customers are responsible for managing their own household waste,
22. Household waste must be placed in closed bags and disposed of only in the garbage room located outside the residence, on the parking opposite the residence. No exceptions are permitted.
23. Residents or guests are required to dispose of all garbage before they leave, at the end of their stay. This is essential to ensure the cleanliness and hygiene of the premises.
24. Any breach of these rules, in particular garbage found in the residence, will result in a charge of 200 euros. This sum will be deducted from the security deposit or charged directly to the resident concerned.

Swimming Pool

25. Access to the swimming pool is strictly reserved for customers and their guests when they have been authorized by the reception.
26. The swimming pool is not supervised. Young children must be accompanied by their parents.
27. The pool is open to residents and they duly authorized guests between 8:00 a.m. and 8:00 p.m.
28. Diving is prohibited.
29. It is forbidden to bring toys, inflatables and other buoys into the pool.
30. Guests must use the shower in the pool enclosure before entering the pool.
31. Customers are authorized to leave, under their sole responsibility, personal effects (towels, beach bags, other objects) at the swimming pool. However, in a spirit of good citizenship, customers are asked not to use them to immobilize or reserve deckchairs, thus depriving other customers of their access.

Traffic, use of vehicles and parking lots

32. Vehicles must circulate in the residence at a maximum speed of 10 km/h.
33. It is forbidden to honk in the residence except in case of immediate danger.
34. The customer must park his vehicle correctly on the location assigned to his rental. In the case of a second vehicle, there are unnumbered spaces. Customers with a second vehicle are asked to inform the residence before their arrival.
35. Although access to the residence is closed by a gate, customers are asked to close and lock their vehicle when it is immobilized in its parking space.

Safety and evacuation instructions

36. In case of heart failure, a defibrillator is accessible on the north wall of the reception. We invite you to contact the reception when using it.
37. On windy days, the customer is asked to close the sunshade on the terrace, to close the windows and not to use the barbecue. In the event of a windstorm (gusts greater than 70 km/h), it is recommended to shelter your belongings inside the rental and to shelter the dryer.
38. On stormy days, it is requested to close the windows of the rental.
39. The barbecue should not be used against hedges.
40. Evacuation instructions in the event of a flood or tsunami are as follows:
 - a. Leave your rental by the main entrance and leave your personal belongings,
 - b. Head calmly towards the top of the hill (north) by taking the main access road to the residence (do not go through the park).
 - c. The meeting point is the 400 zone parking lot.
41. Evacuation instructions in case of fire from the hill:
 - a. Leave your rental by the main entrance and leave your personal belongings,

- b. Head calmly towards the beach (towards the south) by taking the main access road to the residence (do not go through the park).
- c. The meeting point is the communal car park located in front of the residence.

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