

# General terms and conditions

Thank you for your interest in staying at Camping Bellinzona. Your reservation is subject to the following general terms and conditions. By reserving a rental accommodation or a camp spot, you declare that you agree to these general terms and conditions.

## 1. Booking

You may request a booking at Camping Bellinzona via the Internet, by telephone, fax or e-mail, or in writing. Your booking will be processed within two working days and you will receive a reply directly from the campsite office. Please note that advance bookings cannot be made at certain rates.

### 1.1 Booking made by young people

Young people between 16 and 18 years of age who made a booking must present upon arrival on the campsite a written authorization signed by a legal representative for their stay. Without such an authorization, Camping Bellinzona is not bound by the terms of the contract and is entitled, without any compensation, to rent the object booked by the young person to another guest.

## 2. Confirmation

### 2.1 Booking by telephone, fax, e-mail or letter

Your booking of a pitch shall be considered final only once availability has been confirmed and your deposit under point 3 below has been received by Camping Bellinzona. Should the payment of the deposit not be made by the date indicated, the campsite management may make the pitch booked available to someone else. You will receive a written confirmation once the payment has been received.

Your booking of a rental accommodation shall be considered final once you have received a written confirmation.

### 2.2 Booking via the Internet booking system

A booking made via an Internet booking system shall be final only once you have received confirmation of availability.

## 3. Deposit

### 3.1 Booking by telephone, fax, e-mail or letter

Bookings of pitches are contingent on a deposit of 200 Swiss francs (CHF). If the total amount of the booking is less than CHF 200, the deposit shall be for the total amount.

Bookings of rental accommodation are contingent on a deposit of 50% of the total amount of the stay.

If you book via telephone, fax, e-mail or letter, you will receive a separate invoice, to be paid within 14 days of issue.

### 3.2 Booking via the Internet

If you book a camp spot or rental accommodation via the Internet, the deposit or total amount under point 3.1 above, as the case may be, is due immediately. Your credit card will be charged when the booking is accepted.

### **4. Booking fee (pitches)**

No booking fees will be charged.

### **5. Request for a specific pitch**

Requests for specific pitches are honored insofar as possible. The campsite management nevertheless reserves the right to change the pitch number at any time and to replace it with a spot of equal value. Changes in pitch shall not give rise to a reduction in price or to a refund.

### **6. Minimum stay**

In the high season, the minimum stay in rental accommodation and camp spots shall be one (1) night.

### **7. Arrival / departure - final account**

#### 7.1 Camp spots

Reserved pitches are held until 6 p.m. on the day of arrival. The spot must be vacated by 12 p.m. on the day of departure.

#### 7.2 Rental accommodation

Check-in: 3 p.m.

Check-out: 10 a.m.

#### 7.3 Presentation of the booking confirmation

The written booking confirmation is to be produced on arrival.

#### 7.4 Final account

Campers shall ask for and settle the final account at the latest on the evening before their departure.

#### 7.5 Special rates

Please note that certain rates are subject to different arrival and departure times and to payment on arrival of the full amount owed, minus any deposit.

### **8. Late arrival / early departure**

#### 8.1 Late arrival or failure to arrive

If you have not arrived 24 hours after the planned arrival date, the booking shall be considered cancelled. In such cases, any amounts already paid are not reimbursed.

#### 8.2. Early departure

In the event of an early departure, the full amount for the entire duration of the reserved stay shall be paid.

## **9. Discounts and rebates**

### **9.1 Rebates**

Members of the TCS, the TCS Camping Clubs, the Show your Card international rebate programme, and holders of the CCI (Carte Camping Internationale) card are entitled to a year-round discount on the standard rate, as follows:

Discount code

TCS members: 10%

TCS Camping Club members: 10%

Camping Key Europe Card holders: 10%

CCI card holders: 10%

Enter the relevant discount code (in the field "coupon") when booking via the Internet, so that the corresponding discount is deducted from the price of the stay. For bookings made via telephone, fax, e-mail or letter, please indicate that you wish to apply for a discount (TCS members must indicate their membership number). The discounts listed above may not be combined. Discounts do not apply to pets, additional vehicles/motorcycles, day visitors and empty installations.

### **9.2 Discounts**

Special discounts may apply during special promotions and offers. The corresponding promotional code must be indicated when booking such an offer; the rebate cannot be obtained retroactively. Depending on the special offer or sale, the rebate or advantage obtained cannot be combined with a discount applying under point 10.1 above, nor can special sales conditions or offers be applied retroactively to existing bookings.

### **9.3 Proof of entitlement to the discount/rebate**

Campers who claimed one of the discounts listed under point 10.1 or obtained a rebate under point 10.2 when booking must, on arrival, present their membership card or other form of proof unbidden. If it is not possible to prove the entitlement to the discount or the rebate on the spot, the campsite management is authorized to bill the camper the difference in price with the standard rate. It is not possible to take account of proof of entitlement to a discount or rebate subsequently provided.

## **10. Taxes**

There shall be no reduction on taxes, such as visitor's tax, bather's tax, which are charged by the federal, cantonal and/or the municipal authorities. Such taxes are always calculated in addition to the price of the stay.

## **11. Group bookings**

Group bookings (for at least 15 people) cannot be made via the Internet. Such booking requests should be sent directly, preferably in writing via e-mail or letter, to the campsite concerned. Special cancellation conditions may apply to groups. Groups of young people (under 18) must always be accompanied by adults.

## **12. Cancellation**

The campsite must receive your cancellation in writing (by e-mail, fax or letter). The cancellation costs shall be calculated on the basis of the arrival date of the written cancellation at the campsite.

Should you cancel your booking, the cancellation fees below apply.

### 12.1 Rental accommodation

Up to 30 days before the date of arrival: free

As of 29 days before the date to 15 days of arrival: 50% of the total amount

As of 14 days before the date to arrival: 100% of the total amount

### 12.2 Pitches

Up to 30 days before the date of arrival: free

As of 29 days before the date to 15 days of arrival: 50% of the total amount

As of 14 days before the date to arrival: 100% of the total amount

## 13. Pets

Pets are in principle allowed, at the most two per installation, but are prohibited in rental accommodation\*. Pet owners shall ensure that their pets do not disturb the other guests and do not dirty the area or the facilities. Pets shall not be taken into the sanitary facilities. Pets shall not be left unsupervised or locked up on the campsite. Dogs and cats shall be kept on a leash at all times. \*Exception: Guide dogs for visually impaired people and assistance dogs for physically challenged people are allowed in Cerebral bungalows; special conditions may apply.

## 14. Campsite regulations

To ensure that all campers enjoy their stay at the campsite, the campsite has a set of regulations stipulating the most important rules to follow. The regulations apply to all guests. It is posted at the reception.

## 15. Courts of jurisdiction

In the event of a legal dispute, the courts at the place of the campsite shall have jurisdiction.

## 16. Validity

These conditions are valid as of January 1, 2017.

Camping Bellinzona, Via San Gottardo 131, 6500 Bellinzona

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