

# 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: 4 p.m.

Check-out: 11 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 and holders of the CCI (Carte Camping International) 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%

For rentals for there are no discounts.

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 based on 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: 20% of the total amount

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

Until the day before arrival 20.-Frs

## 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 always be kept on a leash. \*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. Privacy

In the following chapters you will find information about how your personal data are treated. Your data may be collected during your navigation on our website or because of the services that we provide you. In order to take advantage of all the services offered by our website, it is necessary for us to collect and treat your personal data. The treatment of your personal data may consist in collecting, organizing, storing, analyzing, interpreting, modifying, selecting, comparing, using, connecting, blocking, communicating, cancelling and destructing data. The treatment of your personal data follows the principles of lawfulness and correctness, in compliance with the current law and EU Regulation 2016/679 of the European Parliament and Council. With this privacy notice, we like to inform you about the data we collect, why the collection is necessary, and of your rights in connection with the treatment of your data.

### Owner of the Treatment

The Owner of the Treatment of your personal data on this website site is Camping Bellinzona, Via San Gottardo 131. 6500 Bellinzona

### Purposes of the treatment

We treat your data for the following purposes:

to fulfil legal obligations

to fulfil contractual obligations

to make available the requested information and deliver the agreed services.

to monitor system efficiency

to carry marketing activities, such as forwarding commercial information and advertising material, market research activities

to safeguard obligations (e.g.: payments)

to ascertain the level of satisfaction for the quality of the products and services offered

### **Type of treatment**

Your personal data are treated manually, but also electronically, mainly through the use of automated processes, depending on the objectives. In this case, we specifically use databases and computerised platforms that may be managed by both us and third parties. Each type of treatment guarantees the respect and the confidentiality of the data treated. We store such data and general information in the database and in the servers as logfiles. In order to provide you with a unique navigation experience, we need to collect some technical data that are necessary for the correct operation of the website:

Browser type and browser version

Operating system

The „referrer“ website

The on our website linked webpages

Date and time of access

IP address

Other similar data and information

The legal basis for this type of treatment is article 6 of the GDPR. By accessing the website, computerised systems and management software automatically and indirectly collect and/or manage this number of data and information.

At first, the collection of these data in anonymous format is static. However, later on the data are treated to ensure a high level of protection and safety for any data that we collect.

### **Period of data conservation**

In compliance with current laws, the owner of the treatment has defined different periods of data conservation depending on their usage:

As far as handling and answering your questions about products and activities, your personal data will be stored for a period of time strictly necessary for processing your request.

As far as managing activities connected with the navigation through our website, your personal data will be stored for a period of time strictly necessary to satisfy your requests.

As far as internal management and operational activities (for example time of conservation of invoices, administration, and tax information), your personal data will be treated for a period of time in line with the legal requirements for the specific purpose.

As far as the handling of disputes and litigations, your personal data will be stored for the whole time strictly necessary for pursuing such matters, and in any case not beyond the applicable prescription limits.

## **Use of cookies**

In order to constantly improve the navigation of our website, our company uses cookies. Cookies are text files containing data, which during the navigation to a website are stored in the visitor's computer through the browser. The storage of these data is necessary for the access recognition. You can delete any cookies stored in your computer at any time through the settings of your browser, or even set the browser so that cookies are no longer stored in the future. Should you decide on the latter, we cannot ensure that you will be able to use our website normally, and some services and functionalities may no longer be available. More information on cookies and their usage is available in the dedicated section.

## **Contact form**

Should you decide to contact us using the contact form on our website, you will be asked to enter some personal data. This enables us to process your query. This is also the reason why the corresponding fields of the contact form are marked with an asterisk, or in any another way, as mandatory fields. The entering of personal or sensitive data other than those marked as mandatory will be at your discretion. Failure to enter, even in part, the mandatory information marked with an asterisk or similar character may result in the impossibility for us to answer your requests or deliver the requested services. The forwarding of requests using the contact form constitutes your implicit acceptance of the treatment of your personal data. The data that you transmit are treated and stored for a period of time strictly necessary for the processing of your request.

## **16. Courts of jurisdiction**

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

## **17. Validity**

These conditions are valid as of January 1, 2017.

Camping Bellinzona, Via San Gottardo 131, 6500 Bellinzona

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