

## **Plots / Pitches**

### Booking conditions

#### *Places:*

- Only one vehicle, one camper van, or one tent is permitted per place. For children under 14 years of age, one extra full-size tent may be erected (max. 5 m<sup>2</sup>). No more than 5 persons may occupy the same place at the same time (including children).
- The camper is entitled to the place and facilities assigned to him/her.
- The stationed vehicles must not overhang the boundaries of the parking space and must be positioned in such a way that there is at least a distance of 50 cm from the boundary lengthwise and at the rear.
- A subletting of the pitch is excluded.
- Changing of the place is only possible with the approval of the reception.

#### *Reservations and confirmation:*

- Only the CLM management decides on the allocation of places, considering the guests' wishes as far as possible.
- Only the timely payment of the total amount and after receipt of our written pre-reservation, guarantees the definitive reservation of the offered place.
- A booking is only valid if it is confirmed by CLM, and the booking fee of CHF 20.00 has also been paid. On the day of arrival, the receipt of the paid amount must be presented at the reception.
- The booking fee (CHF 20.00) is non-refundable and is not deducted from the final invoice.
- State the amount in swiss francs on the invoice when making payment.
- We recommend that guests from abroad use the sepa system to avoid excessive bank charges
- In case of non-payment of the reservation fee in due time (cancellation of a reservation request must always be made in writing), the pitch will be made available to other guests.
- In case of intended arrival after 18.00 h, the camping place must be informed.
- If the customer does not show up on the day of arrival and does not inform the camping place, the booked pitch will be made available following day.
- The reservation fee paid will not be refunded and we reserve the right to charge for the entire cancelled booking.
- For departures before the booked period, only the tourist tax will be refunded.
- Reservation fees are non-refundable, and we reserve the right to invoice the total costs of the reservation.
- We are present in well-known camping guides (e.g. TCS, ADAC, ACSI etc...) This does not imply the granting of special discounts.

### *Cancellation and early departure:*

- Cancellations of reservations must be submitted in writing to the CLM.
- Cancellation up to 4 full days before the date of arrival full refund paid of the total amount (without booking fee).
- The amount will be refunded within one month of cancellation.
  
- After this period in case of late arrival or cancellation, the guest must pay for the entire stay (excluding tourist taxes).
- In case of cancellation or early departure, the CLM will dispose of the pitch.
- It is strongly recommended to have travel insurance in case of cancellation.

### *Stay:*

- According to the Ticino law on camping (art. 10), tents, caravans and motorhomes may not be left unoccupied for more than five nights on a plot. The rental of the pitch remains due (see pricelist, without the tourist taxes).
- Additional persons or overnight stays, as well as any change of person, must be reported immediately to the reception desk in accordance with the police regulations.
- The pitch may only be used by the tenant and accompanying persons or visitors announced on arrival.
  
- **No euros are accepted in cash on the entire campsite (reception, shop and snack bar). Restaurant "Lago Maggiore" excluded.**

### *Check in:*

- Reserved seats can be occupied from 12.00 h. Earlier occupation is only possible if the spot is already free and the reception has given permission.
- Each customer must report to reception on arrival.
- Every customer (including children and babies) must show proof of identity (passport, ID card, driving license, residence permit or health insurance card). Occupancy is not possible without checking in first.
- Upon arrival, you will receive a badge that will be used to open the barriers. If the badge is lost, a fee of CHF 25.00 will be charged.
- Access to the CLM is prohibited from 11 p.m. to 7 a.m. in high season and from 10 p.m. to 8 a.m. in low season.

Depending on the closing time of the reception and the closing of the barriers, only guests with badges will be able to enter to the camping site.

### *Check out*

- Payment can be made the day before departure until 5.30 p.m.
- Departing guests must leave the place by 12 noon at the latest.
- Payment can be made in CHF or credit cards (Visa, Eurocard, Diners, American Express, Mastercard and with the postcard and EC-direct). Euro in cash non accepted.
- Reka and Twint are not accepted.
- The badge must be returned during the payment.
- If there is availability and after asking at reception, departure can take place after 12 p.m. (until 10 p.m.). An additional night (without visitor's tax) will be charged automatically.

## *Parking places*

- The Lago Maggiore Campsite has no overnight parking places. Public parking spaces nearby.
- On the campsite the rule is: 1 spot = 1 vehicle!  
If you show up with more than one vehicle, you are not entitled to additional parking places. There are also no additional parking spaces for visitors on the camping site.
- It is strictly forbidden to park vehicles in the parking spaces marked with "Riservato/Reserviert". These are only intended for the camping Team and the restaurant team.

## *Personalia:*

- *The guest confirms the accuracy of all information provided to the Camping place, in particular his/her own personal details and those of his/her companions.*
- *The management regularly checks the information provided corresponds to the actual situation. If false information is found or guests or visitors are not reported, article 21 is applied.*
- *The information provided can be checked by the police at any time in accordance with article 23 of the camping law of 25 January 2004 (11.3.2.2). Violations can be punished with a fine.*

## *Jurisdiction:*

*The place of jurisdiction is Locarno. Swiss law is applicable*