

**Dear guests, Ladies and Gentlemen,**

**The family Grassi and the cheerful Campeggio Lago Maggiore team would like to thank you for your interest in our campsite, the ideal place for families and tourists.**

### **Regulation**

The presence on the campsite implies the tacit acceptance of these regulations, as well as of the site rules and public regulations.

The campsite management may take measures to maintain peace, order and cleanliness, and may prosecute those responsible for damage and expel guests from the campsite in the event of non-compliance.

These regulations apply without restriction to all guests as well as persons present on the campsite and are based on art. 20 par. 1 of the camping law of 26 January 2004 (11.3.2.2) and art. 12 par. 1 of the regulations of 27 April 2004 of the camping law (11.3.2.2.1). These norms are of a police nature, which is why Camping Lago Maggiore may not grant any exceptions.

### **Reception and different informations**

- Opening hours are seasonal and can be seen at reception.
- During the spring and autumn season, an emergency number is available at night (no ambulance service).
- Guests are requested to report any problems immediately
- No euros are accepted in cash on the entire campsite (reception, shop and snack bar). Restaurant "Lago Maggiore excluded".
- Personal mail can be collected from reception. Camping Lago Maggiore accepts no responsibility for delays or loss.
- Special items, such as registered letters, express mail, parcels, must be collected directly by the guest from reception. The CLM team is not authorized to sign any postal documents.
- An official post box, emptied daily (except Sunday), is located near the campsite, at the Tenero/Brere bus stop.
- It is forbidden to pass through the reception with bicycles, scooters, etc.
- It is strictly forbidden to park vehicles in the parking spaces marked "RISERVATO/RESERVED". These parking spaces are for CLM and restaurant staff ONLY, day and night.
- The traffic signs for entering and leaving the campsite must be observed.
- It is forbidden to park vehicles on other plots
- The entrances to the plots may not be occupied by vehicles, tables, chairs or other objects
- Customers are requested not to occupy other plots with tables, chairs, deckchairs or similar items.
- The use of air conditioning systems must not disturb the neighbors (noise).

### *Visitors*

- For day visitors, the visiting hours are between 8 am and 9.30 p.m.
- Day guests must register immediately at the reception and pay a day fee of CHF 6.00/per person (early and late season) or CHF 9.00/per person (mid and high season), over 5 years.
- No parking spaces are available for day visitors.
- Visits are not permitted during the night.
- Visitors' vehicles are to be parked outside the camping area.
- From 10 p.m. until 6 a.m. it is forbidden to park in the public car parks at the edge of the road leading to the lake.

### *Youth*

- Young people under 20 years of age are only allowed to enter the campsite if accompanied by their parents / legal guardians.
- Written confirmation from parents / guardians will not be accepted.

### *Groups*

- Groups (such as schools, etc.) cannot be admitted.

### *Pets*

- Pets are not allowed at Camping Lago Maggiore

### *Wishes and complaints*

- Suggestions and proposals, as well as justified complaints, must be submitted in writing with the name, address and pitch number in the black letterbox at the reception (exit).

### *Night guard*

- During the summer season and in case of increased occupancy in the spring season (Easter, Whitsun and Ascension), the campsite is supervised at night by wardens.
  - In case of emergency, the warden can be reached by telephone at any time (see telephone N°. at the reception or at each sanitary block).
- In case of emergency, access to the campsite is guaranteed for the police, fire brigade and ambulance service.

### *Night's rest*

- During the time of 10 p.m. (early and late season) or 11 p.m. (mid and high season) till 7 a.m. there is night rest, and it must be strictly observed, also on the beach.
- Bathing and playing (football, etc.) are not permitted in the recreation zones during the night.
- Music of any kind and noise must not disturb the neighborhood and is prohibited after 10 p.m. (early and late season) or 23:00 (mid and high season).
- Please note that access to the CLM is closed from 11 p.m. till 7 a.m. in high season and from 8 p.m. till 8 a.m. in low season.
- In the mid and high season - from 10 p.m. to 11 p.m. - access to the CLM area is only possible for customers who already have a badge or have checked in before 10 p.m.
- Between 10 p.m. (early and late season) and 11 p.m. (mid and high season) - 7 a.m. all vehicle traffic is strictly prohibited.
- In the case of events taking place in the interest of many guests, the management may exceptionally postpone the start of the night's rest.

### *Video surveillance*

- Access, reception, shop, restaurant, fitness room and sanitary facilities (outside) are monitored. In case of violation, Camping Lago Maggiore is entitled to inspect the records.

### *Noise*

- Camping Lago Maggiore is not responsible for any noise disturbance from outside the campsite area.

### *Pergola zone*

- Vis-à-vis the reception is our pergola (meeting point). We kindly ask you not to pass through with bicycles, scooters, etc.

### *Games and children's play areas*

- The children's playgrounds must be kept clean.
- The children's playgrounds are exclusively for children up to 12 years of age.
- Dangerous games are prohibited.
- Playing football is prohibited.

### *Bicycles*

-Cyclists are asked to ride considerately. Cycling without lights is prohibited after dark.

### *Shop "La Botega"*

- The management reserves the right to adjust the opening hours to the occupancy of the CLM.
- Payment can be made in CHF or credit cards. Reka, Twint and EURO cash not accepted!
- No alcohol is sold to young people under the age of 18.
- No tobacco products are sold to young people under the age of 18.
- In case of doubt, the sales staff may ask for identity cards.
- In case of theft, a report will be made to the relevant authorities.
- No bicycles, scooters, etc. are allowed inside the shop.

### *Beach / Lifeguard / Kiosk*

- The beach is supervised by a lifeguard during the summer season. The lifeguard's instructions must be followed.
- If the beach is not supervised, swimming is at your own risk and responsibility.
- Leaving the area marked by the yellow buoys is always at your own risk and responsibility.
- In rainy weather, as well as in unsafe weather, the beach remains unsupervised.
- According to the regulations of the CLM, there is an obligation to report emergencies, as well as disregard for order, hygiene, cleanliness and lack of consideration towards other users of the beach.

The management reserves the right to adjust the opening hours of the beach kiosk according to the needs of the CLM.

### *Restaurant "Lago Maggiore"*

The restaurant is not managed by the GRASSI family.

For reservations, as well as in case of complaints, etc. please contact the management of the restaurant directly (Tel. +41 / (0)91 / 754.22.02).

### *Facilities*

- We ask you not to damage green areas, trees, shrubs and flower beds.
- Only collecting nuts & chestnuts lying on the ground is allowed; damaging tree branches is PROHIBITED.
- Please DO NOT dispose of chemical waste on our grounds.

### *Harbour*

- Camping Lago Maggiore does not have a harbor.

### *Fishing*

- Fishing is not allowed on the Camping Lago Maggiore premises.
- The beach area facing the lake is therefore reserved for bathers.

### *Fire*

- Open fires are not allowed. Barbecuing is allowed with a suitable grill, without disturbing the surroundings with smoke.
- For safety reasons, no fire may be left unattended.
- Fires and charcoal must be completely extinguished by 11 p.m. (high season) or 10 p.m. (low season).

### *Waste/bulky goods*

*To ensure cleanliness and order as far as possible and to avoid disturbing our guests as much as possible, we ask you to observe the following points:*

- There is a collection point on the campsite (in front of the sanitary block B) for waste, paper, glass, pet and alu. Opening hours 9 a.m. till 10.00 p.m. (possible changes in opening hours).
- Waste and washing-up water must not be emptied on the site or into the street drains under any circumstances.
- For all other waste, plastic bags are obligatory: the use of the official plastic bags is not required, the guest must buy the plastic bags himself.
- The guest is responsible for disposing of bulky and special waste outside the campsite.

### *Facilities and installations*

- Facilities and installations must be used in accordance with their purpose.
- Waste water must be disposed of in the designated outlets and may not under any circumstances be poured into the ground or into rainwater drains for infiltration. Buckets are to be placed under the caravans.

### *Sanitary facilities*

- WC facilities are to be kept clean.
- A separate toilet (shower, etc.) is available for people with disabilities.
- The use of the sanitary facilities by children under the age of six is only recommended when accompanied by an adult.
- Access to the sanitary facilities with bicycles, scooters, etc. is not permitted.
- In the event of damage or theft, the CLM will charge the costs to those responsible/offenders.
- No laundry or eating utensils may be washed in the sanitary facilities.

### *Laundry and laundry facilities*

- Laundry may only be hung up at the designated facilities, in caravans or in the tent.

- Laundry lines / hammocks are prohibited.
- There are 3 sanitary blocks with washing machines, tumble dryers and washbasins which can be used 24 hours a day. If necessary, ask at the reception for a user card (allowance at least CHF 10.00), the remaining amount will be refunded. If the wash card is lost, CHF 20.00 will be charged.

### *Camper station/ chemical toilet*

- A camper station is available on the campsite for campers/caravans for emptying the chemical toilets.
- A chemical toilet with water tap is located (outside) at each sanitary block.

### *Car wash/ Electric cars*

- Washing of cars is forbidden on the whole camping area.
- Charging of electric cars is forbidden on the whole camping area. An electric car charging station is located next door, in the parking area of the Restaurant Lago Maggiore.

### *Motor vehicles and motorbikes*

- A maximum speed of 5 km/h must be respected within the campsite.
- Guests who return after 10 p.m. (low season) or 11 p.m. (high season) must park their vehicles outside the campsite.

### *Occupancy and presence*

- Outside the zone designated for permanent tenants, caravans may not remain unoccupied for more than five consecutive nights.
- Guests must report their absence to reception before departure. For the nights you are not present, you still owe the rent for the pitch (see price list) (excluding tourist tax).

### *Data protection*

- No information about the presence of guests on the campsite will be passed on to outsiders (data protection).

### *Personal data*

- The guest confirms the accuracy of all information given to the CLM, his own personal details and those of persons accompanying him.
- The management regularly checks whether the information provided corresponds to the actual circumstances. If false information is found or if guests or visitors are not reported, Art. 21 shall apply.
- The information provided can be checked by the police at any time in accordance with Art. 23 Camping Act of 26 January 2004 (11.3.2.2).
- Violations can be punished with a fine.

### *Liability/Damage*

- You are responsible for any damage caused by yourself or by accompanying minors.

Any liability for damage to other people's property is the responsibility of the person who caused the damage. The campsite administration declines all liability for accidents, theft and damage caused using defective or unsuitable equipment.

### *Penalty*

-Violations of these regulations may result in the payment of a penalty of CHF. 300 (depending on the damage) and immediate expulsion from the campsite. In more serious cases, charges may be brought before the competent authorities.

### *Place of jurisdiction*

- The place of jurisdiction is Locarno. Swiss law is applicable.
- The regulations are an integral part of the contract.