

# **General Terms and Conditions for Camping Saanen**

Thank you for your interest in staying at Camping Saanen. By reserving a rental accommodation or a plot (pitch), the tenant agrees to these general terms and conditions.

## **1. Booking**

You can make your booking request for a stay at the campsite via internet or e-mail. Your request will be processed within two working days and you will receive a reply directly from the campsite management.

### *1.1 Booking of young people*

Adolescents between 16 and 18 years of age who make a reservation must show a written permission of a parent or guardian upon arrival at the campsite for the stay, with the corresponding phone number of the parents. In the absence of this permission, consultation with the parents is essential.

## **2. conclusion of the contract**

### *2.1 Booking by internet or e-mail*

Your booking for a plot (pitch) will only become definite when the availability has been confirmed to you and your down payment according to point 3 has been received by the campsite Saanen. After receipt of the payment, you will receive a written booking confirmation. If this down payment is not received, the campsite management may continue to dispose of the plot (pitch). The booking for a rental accommodation is already considered definite as soon as it has been confirmed in writing.

## **3. deposit (mid-June - mid-October, Swiss holidays and local events)**

### *3.1 Booking by internet or e-mail*

For the booking of a plot (pitch) a deposit of CHF 200 is due. If the total amount of the booking is less than CHF 200, the deposit is equal to the total amount.

When booking a rental accommodation, the deposit is equal to 50% of the total amount of the stay.

## **4. booking fee**

We do not charge any booking fee.

## **5. plot request**

Parcel requests will be taken into consideration as much as possible. However, the campsite management reserves the right to change a plot number at any time and to assign an equivalent substitute. A possible plot change does not entitle to a price reduction or to a refund.

## **6. minimum stay**

Pitches (plots): no minimum stay.

Rental accommodations: Minimum stay 3 nights.

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

### *7.1 Plot (pitch)*

The reservation of the pitch will be kept until 6 p.m. on the day of arrival. The plot (pitch) must be vacated by 12 noon 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 must be presented at the time of registration.

### *7.4 Final account*

The camper is obliged to ask for and pay the final bill no later than the evening before departure.

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

### *8.1 Late arrival or no-show*

If you arrive later than 6 p.m. on the day of arrival, please inform us by telephone. In case of no-show, the booking is considered cancelled. In this case the booking will not be refunded. You will receive an invoice for the missing amount, which you must pay within 10 days.

The reception is closed during the nighttime.

### *8.2 Early departure*

In case of early departure, the total amount for the whole period of the reserved stay has to be paid.

## **9. reductions and discounts**

### *9.1 Discounts*

Special discounts may be granted in case of promotions. When booking such a promotion, it is necessary to indicate the corresponding promotion code. A subsequent granting of the discount cannot be claimed.

Discounts cannot be accumulated. Also, promotions cannot be granted retroactively on already existing bookings.

### *9.2 Proof of discount/reduction entitlement*

Campers who claim one of the discounts listed in section 9.2 at the time of booking must present their membership card or other appropriate proof upon arrival without being asked. Without proof of eligibility, the campground management is authorized to charge the difference in price to the normal rate. Subsequent proof of discount or reduction entitlement cannot be considered.

## **10. taxes**

No reduction can be granted on taxes such as visitor's tax, which are levied by the state, the canton and/or municipalities. These are always charged separately to the price of the stay.

## **11. bookings for groups**

Groups (15 persons or more) can be booked via the Internet, but it is better to address them directly to the campsite, preferably in writing by e-mail or letter. Special cancellation conditions may apply to groups. Groups of young people (under 18 years old) must always be accompanied by adults.

## **12 Cancellation**

Cancellation of your booking must be sent to the campsite in writing (by e-mail or by letter). For the calculation of the cancellation costs, the date of receipt of your written communication by the campsite is decisive and the provisions in the reservation confirmation are applicable.

In case of cancellation of your reservation, the following cancellation fees will apply:

*12.1 Rental accommodation (mid-June - mid-October and Swiss public holidays).*

Cancellation 10-0 days before arrival is no longer possible. The full amount (excluding visitor's tax) will be invoiced to you if not already paid -

Cancellation 30-11 days before arrival is possible. 50% of the deposit will be refunded.

Cancellation up to 31 days before arrival is possible. The deposit will be refunded minus a 15% processing fee

*12.2 Plot (pitch) (mid June - mid October and Swiss holidays)*

Cancellation 10-0 days before arrival is no longer possible. The full amount (excluding visitor's tax) will be invoiced to you if not already paid -

Cancellation 30-11 days before arrival is possible. 50% of the deposit will be refunded.

Cancellation up to 31 days before arrival is possible. The deposit will be refunded minus a 15% processing fee

## **13. pets**

Pets are allowed in principle, maximum two per installation, in rented accommodation only on request. The owners must ensure that their pets do not disturb other guests and that they do not pollute the premises or the facilities. Pets may not be taken into the sanitary facilities. They must not be left unattended or locked.

left unattended or locked up on the campsite. Dogs and cats must be always kept on a leash.

## **14. campsite regulations**

To make the stay a pleasant experience for all camping guests, there are campsite regulations in which the most important rules to be observed are listed. These regulations are valid for all guests. It is available at the reception and will be sent to you when you make your definite reservation.

## **15 Jurisdiction**

In case of legal disputes, the place of jurisdiction is at the campsite.

## **16. validity**

These conditions are valid from the 1st of July 2025.