

Camping Delta SA

General Terms and Conditions



1. In general The following rules regulate the contractual relationship between Camping Delta SA and all clients as well as their authorized co-users. Clients, (co-) users and visitors to the camping area (guests) must adhere to the current version of the rules and guidelines of the Camping Delta SA, instructions by its management must be followed. The processing of personal data is subject to our data protection policy. Its current version can be reviewed on the CAMPING DELTA SA website. Please read this before completing the reservation; by completing the reservation, you acknowledge and agree with this. The provisions of the Swiss Code of Obligations apply in addition.

2. Reservation

2.1 Short-term reservations Short-term reservations can be made until up to 24 hours before the arrival date.

2.2 Plot reservation A reservation fee of CHF 100 is due for the reservation. Of this, CHF 50 will be applied against the rent and the remaining CHF 50 are charged as a processing fee. If a client does not honour the reservation or the contract (cancellation, no-show, violation of the rental agreement including these GTC), the full reservation fee of CHF 100 will be retained by CAMPING DELTA SA as a penalty.

2.3 Caravan reservation A reservation fee of CHF 50 is due for the reservation. In addition, a deposit of 50% of the rent is to be paid to secure all claims from the rental when the rental agreement is concluded. If a client does not honour the reservation or the contract (cancellation, no-show), CAMPING DELTA SA is entitled to the paid deposit of 50% of the rent and the reservation fee as a penalty. In the event of a breach of the rental agreement including these GTC after arrival, CAMPING DELTA SA will retain the entire rental fee including amounts already paid and the reservation fee as a penalty.

2.4 School classes and groups School classes and groups (6 people or more) must register via email info@campingdelta.com. A maximum of 3 groups are accepted at the same time. One teacher must be present for every 10 students. The responsible teacher must send the weekly program of planned activities, together with the reservation, to Camping Delta SA in advance. A deposit of CHF 500 per group is payable on arrival. Please contact the restaurant for group arrangements for breakfast and meals. No groups are accepted in July and August.

2.5 Late arrival / Early departure In the event of late arrival and / or early departure, the full rental price for the reserved time must be paid. In the event of late arrival without prior notification, we reserve the right to let the plot or caravan otherwise the day after the scheduled arrival.

2.6 Damage claims compensation Further damage claims are reserved.

3. Check-in / out Check-out times must be respected. In the case of late departure, we reserve the right to charge an additional night's rent. If the client does not arrive, and unless we were timely notified, we reserve the right to let the plot or the caravan otherwise the day after the scheduled arrival.

4. Payment The charges of the reserved period of stay are payable in full on arrival throughout the season pursuant to the contract. There is no refund in case of early departure. Charges for caravans taken without reservation are payable in full on arrival during high season. During low season, overnight stays are to be paid for on the evening before the day of departure, but no later than every 6th day (6th day of stay, 12th day of stay, etc.). There is no entitlement to a refund in the event of an early departure.

Charges for plots taken without reservation are payable in full on arrival during high season. During low season, overnight stays are payable on the eve of departure, but no later than every 6th day (6th day of stay, 12th day of stay, etc.). There is no refund in case of early departure.

5. Cancellation There will be no refund of reservation fees, rent, visitor's tax and flat-rate electricity charges for the stay in cases of annulation, cancellation and / or early departure. We recommend that you take out travel cancellation insurance with an insurance company for cases of cancellation.

6. Plot allocation Requests regarding the allocation of a plot will be taken into account whenever possible. However, the management of CAMPING DELTA SA decides solely on the allocation.

7. Occupancy Only one tent, caravan or mobile home is allowed per plot. For children under 14 years of age, a small igloo tent of small size (max. Height 1.40 m) can also be set up. A maximum of 5 people (including children, babies) and one motor vehicle are permitted per plot. If there is more than one car, it must be parked in a separate, payable parking lot assigned by the reception or outside the campsite. Additional guests / overnight stays and any change of guests must immediately and always be reported to the reception.

8. Rental caravans We kindly ask you to leave our caravans in perfect, clean (basic cleaning) and fully functional condition. A fee of CHF 80 is charged for final cleaning by the campsite staff; Additional cleaning costs will be charged if a caravan is left uncleaned or particularly dirty. Any damage caused by the client or members of their group (co-users), to the caravan itself, to the inventory or accessories, must be reported immediately to the reception. Missing or damaged items will be charged to the client upon departure.

9. Children and minors Children up to 14 years of age stay for free. Children under 6 years of age are not allowed to be left unsupervised within the camping site. The sanitary facilities, apart from the children's washroom,



may be used by children under 6 years of age only when accompanied by an adult. Children and minors under 18 years of age are allowed to enter the CAMPING DELTA SA campsite only if they are accompanied by their parents/legal guardians. Written authorization from parents/legal guardians cannot be accepted. In the event of abusive reservations for minors under 18 by their parents/legal guardians or by these persons themselves, the reservation fee will not be refunded. Once the contract has been signed, the full rent remains due to CAMPING DELTA SA and CAMPING DELTA SA retains any amounts paid (including visitor's tax, electricity flat-rate, etc.) as a penalty. The minors concerned will be refused entry to CAMPING DELTA SA.

10. Pensioners / Disabled persons Pensioners and disabled persons with a certificate enjoy discounts according to our current price list.

11. Additional services Charges for additional services and daily fees for visitors apply according to the current price lists or camping rules and guidelines.

12. Video surveillance (CCTV) The entrance, reception and lounge are monitored by CCTV in order to prevent violations of legal and contractual provisions (including camping rules and guidelines) and, if necessary, to sanction them. By entering the contract, clients consent hereto and warrants that their authorized co-users consent as well. For details, reference is made to the data protection declaration on our website and to the signposts in the monitored area.

13. Unoccupied plots Tents, caravans and mobile homes may not be left unoccupied on the plot for more than 5 nights. If this is not observed, CAMPING DELTA SA may remove such items to the designated storage area at the client's expense. Such storage space can be rented by the client against charge.

14. Co-users The client is the contractual partner. Overnight guests of the client (co-users) must be registered in advance at the reception and pay the overnight rates and applicable taxes. The provisions of the rental agreement also apply to co-users. The client is responsible for authorized co-users' compliance with these provisions and the camping rules and guidelines by.

15. Gas inspection If the tenant uses his own gas installations, he must ensure that these were last subjected to a professional inspection no more than 3 years ago. He has to prove this by a certificate of the last inspection. Only installations approved for camping use are permitted. The use of gas installations without proof of such inspection or contrary to the manufacturer's instructions is prohibited.

16. Exclusion of liability CAMPING DELTA SA is not liable for personal injury or damage occurring during the rental period to parked vehicles or to other objects brought in by campsite users; including damage due to high water and the impact of flooding of the CAMPING DELTA SA area; except for intent and gross negligence. This also applies to theft, loss and any other damage.

17. Duty to report Accidents, damage and other incidents must be reported to the management immediately.

18. Violations of law Clients, users and visitors are obliged to respect the rights and property of Camping Delta SA, its employees and third parties within the campsite and to refrain from any unlawful act.

19. Sanctions Any violation of the provisions of the rental agreement including these GTC as well as the camping rules and guidelines or instructions from the management entitle the management to evict the guest and other users involved from the site with immediate effect. In case of eviction, there is no entitlement to reimbursement of payments already made, and payments not yet made will remain owed to the company. We reserve the right to claim damages for any losses.

20. Scope of application These terms and conditions apply to all clients and their co-users for the entire duration of the rental agreement or their presence within the campsite. CAMPING DELTA SA reserves the right to change or adapt these terms and conditions at any time. The current valid version applies when the contract is concluded.

21. Place of jurisdiction The sole place of jurisdiction is Locarno. Only substantive Swiss law is applicable (without taking into account references to foreign law).

CAMPING DELTA SA Locarno, 1.3.2024

