



## General terms and conditions for TCS Camping Touring Club Switzerland (TCS) and TCS Training & Freizeit AG

Thank you for your interest in staying at a TCS campsite. Your reservation is subject to the following general terms and conditions of Touring Club Switzerland (TCS) and TCS Training & Freizeit AG, a whollyowned subsidiary of the Touring Club Switzerland (TCS). By reserving a rental accommodation or a camp spot, you declare that you agree to these general terms and conditions.

### 1. Booking

You may submit a request for a stay at a TCS campsite via the Internet, by telephone, e-mail, or in writing. Your request will be processed within two working days and you will receive a reply directly from the campsite office. Please note that bookings at certain rates are not available in advance.

#### 1.1 Booking made by young people

Young people between 16 and 18 years of age who have booked a stay must present a written authorization signed by a legal representative for their stay upon their arrival on the campsite. Without such an authorization, TCS or TCS Training & Freizeit AG is not bound by the terms of the contract and is entitled to rent the object booked by the young person to another guest without any compensation.

### 2. Conclusion of Contract

#### 2.1 Booking by telephone, e-mail or letter

Your booking for a pitch shall be considered final only once availability has been confirmed and your deposit under point 3 below received by TCS or TCS Training & Freizeit AG. You will receive a written confirmation upon receipt of your payment.

In the absence of such payment, the campsite office may make the booked object available to someone else. The booking for a rental accommodation shall be final already once you have received a written confirmation.

#### 2.2 Booking via the Internet

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, 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 (without taxes).

If you book via telephone, 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

No booking fees will be charged.

### 5. Request for a specific pitch

Requests for specific pitches are honoured 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

Camp spots : no minimum stay, except at Easter, Ascension and Whitsun.

Rental accommodations : for the minimum stay, we refer you to the web page of the desired campsite on our website [www.tcs-camping.ch](http://www.tcs-camping.ch), under "prices", then "minimum stay". If the booking is made less than 10 days prior to arrival, shorter stays as mentioned may be booked in advance, subject to availability.

Minimum stay at Easter and Ascension : 3 nights, at Whitsun : 2 nights.

### 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 : 3 p.m.

Check-out : 10 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, the Show your Card international rebate programme, and holders of the CCI (Carte Camping Internationale) card are entitled to a yearround discount on the standard rate, as follows :

Discount code		
TCS members	10%	TCS001
TCS Camping Club members	15%*	SCC001
Show your Card holders	10%	SYC001
CCI card holders	10%	CCI001

\*High season; low season 20%

Enter the relevant discount code (in the field "coupon") when booking via the Internet, so that the corresponding discount is deducted from the price of the stay. For bookings made via telephone, fax, e-mail or letter, please indicate that you wish to apply for a discount (TCS members must indicate their membership number). 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 9.1 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 rebates listed under point 9.1 or obtained a discount under point 9.2 when booking must, on arrival, present their membership card or other suitable form of proof. In the absence of such a proof, 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 TCS campsite concerned. Special cancellation conditions may apply to groups. Groups of young people (under 18) must always be accompanied by adults.

## 12. Cancellation

The TCS campsite must receive your cancellation in writing (by e-mail or letter). The cancellation costs shall be calculated on the basis of 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 29 days before the date of arrival : CHF 200 (if the total amount is lower, the total amount is due).

As of 28 days before the date of arrival : 100% of the total amount.

### 12.2 Pitches

Up to the date of arrival : CHF 200 (if the total amount is lower, the total amount is due).

For TCS Camping Club members : no cancellation fee up to 29 days before arrival (for rental accommodations and pitches); as of 28 days before arrival, as under 12.1 and 12.2).

### 12.3 Tariff Stay per month

Up to 30 days before the date of arrival : 50% of the total amount; as of 29 days before the date of arrival : 100% of the total amount.

We recommend that you take out cancellation insurance.

## 13. Pets

Pets are in principle allowed, at the most two per installation, and on special request only 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 be kept on a leash at all times. \*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. They are posted at the reception of every TCS campsite.

## 15. Data protection

By making a booking with us, you authorise the TCS headquarters and its affiliated companies, including TCS Training & Freizeit AG to collect your personal data for the provision of their services and your TCS membership (administration, statistics, marketing, development of new products and services), to transfer these data to third parties for the procession of data (outsourcing) and are bound by strict confidentiality obligations. For the rest, we refer to the data protection regulations on our homepage: <https://www.tcs.ch/en/data-protection.php>. There you will find all useful information on questions and concerns regarding data protection.

Should you want to know which personal data are kept in our files or to correct or to delete them, you can contact us by sending an e-mail to [dataprotection@tcs.ch](mailto:dataprotection@tcs.ch).

## 16. Courts of jurisdiction

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

## 17. Validity

Valid from the 1st September 2023

Touring Club Switzerland (TCS) und TCS Training & Freizeit AG, chemin de Blandonnet 4, 1214 Vernier