

General Terms and Conditions for TCS Camping 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 TCS Training & Freizeit AG, a 100% subsidiary of Touring Club Switzerland. By booking rental accommodation or a pitch (plot), the guest agrees to these General Terms and Conditions.

1. Booking

Your booking request for a stay at a TCS campsite can be made via internet, telephone, fax, e-mail or letter. Your request will be processed within two working days and you will receive a reply directly from the campsite management. Please note that some rates cannot be booked in advance.

1.1. Bookings by teenagers

On arriving at the campsite, teenagers between 16 and 18 years of age who make a booking must present written permission for their stay from a parent or guardian. If no written permission is provided, TCS Training & Freizeit AG is not bound by the contract and is entitled to let another party book the accommodation reserved by the young person, without any compensation whatsoever.

2. Formation of the contract

2.1 Booking by phone, fax, e-mail or letter

Your booking of a pitch (plot) will become binding only once its availability has been confirmed to you and your deposit has been received by TCS Training & Freizeit AG in accordance with Section 3. Once your payment has been received, you will receive a written booking confirmation. If the deposit is not paid, the campsite management may continue to accept bookings for the pitch (plot). The booking of a rental accommodation can already be considered binding as soon as it has been confirmed in writing.

2.2 Booking via an online booking system

Your booking via an online booking system will only become binding once availability has been confirmed.

3. Deposit:

3.1 Booking by phone, fax, e-mail or letter

A deposit of CHF 200 is required to book a pitch (plot). 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 50% of the total cost of the stay. When booking by phone, fax, e-mail or letter, you will receive a separate invoice, which is due for payment within 14 days of issue.

3.2 Online bookings

When booking a pitch (plot) or rental accommodation via the internet, the deposit or the total amount according to Section 3.1 is due immediately. Your credit card will be charged at the time of acceptance of the booking.

4. Booking fee

We do not charge a booking fee.

5. Request for specific pitches

Requests for specific pitches are considered wherever possible. However, the campsite management reserves the right to change a pitch number at any time and to allocate an equivalent replacement. Any change of pitch does not entitle you to a price reduction or a refund.

6. Minimum stay

Pitches (plots): no minimum length of stay, except at Easter, Ascension Day and Whitsun.

Rental accommodation: for the minimum length of stay, please refer to the page of the campsite in question on our website www.tcs-camping.ch, under "Prices for rental accommodation" / "Minimum stay". For bookings made less than 10 days before

arrival, if available, a stay of a shorter duration than indicated can be booked in advance.

Minimum stay over Easter and Ascension Day: 3 nights; over Whitsun: 2 nights.

7. Arrival / Departure – Final invoice

7.1 Pitch (plot)

The pitch reservation will be kept until 6pm on the day of arrival. The pitch (plot) must be vacated by 12 noon on the day of departure.

7.2 Rental accommodation

Check-in: 3pm

Check-out: 10am

7.3 Presentation of the booking confirmation

The written booking confirmation must be submitted when checking in.

7.4 Final invoice

The campsite guest undertakes to request and pay the final invoice no later than the evening before departure.

7.5 Special rates

Please note that for certain rates, different arrival and departure times apply and the price of the stay (minus any deposit paid) must be paid on arrival.

8. Late arrival / early departure

8.1 Late arrival or no-show

If you have not arrived 24 hours after the planned date of arrival, the booking is considered cancelled. In such a case, any sums already paid will not be refunded.

8.2 Early departure

In case of early departure, the total amount for the entire duration of the booked stay must be paid.

9. Discounts and reductions

9.1 Discounts

Members of the TCS, the TCS Camping Club, the international discount programme Show your Card, as well as holders of the CCI card (Carte Camping Internationale), receive a

discount, all year round, on the standard rate, as follows:

Discount code

TCS members:

10% TCS001

TCS Camping Club members:

15%* SCC001

Show your Card members:

10% SYC001

CCI cardholders:

10% CCI001

* High season; low season 20%

When booking via the internet, please enter the relevant discount code (in the field "Reservation coupon") so that the appropriate discount is deducted from the price of the stay. When booking by phone, fax, e-mail or letter, please indicate that you wish to claim one of these discounts (TCS members: membership number required). The discounts listed above cannot be combined with each other. The discounts are not valid for pets, additional vehicles/motorcycles, day visitors or for empty installations.

9.2 Discounts

Special discounts may be granted for special offers and promotions. When booking such a promotion, you will be required to enter the relevant promotion code. The discount cannot be granted retroactively.

Depending on the special offer or promotion, the rebate or special terms in question cannot be combined with the discounts listed in Section 9.1. Also, the terms of special offers and promotions cannot be granted retroactively on bookings that already exist.

9.3 Proof of entitlement to discounts/reductions

Camping guests who, when making the booking, claim any of the discounts listed under Section 9.1 or any other reduction according to Section 9.2, must present their membership card or another form of proof upon arrival without being asked. If no proof of entitlement is provided, the campsite management is authorised to charge the price difference between the reduced and the normal rate. Subsequent proof of

entitlement to discounts or reductions cannot be considered.

10. Taxes

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

11. Group bookings

Groups (min. 15 persons) cannot be booked via the internet. These booking requests should be made directly, preferably in writing by e-mail or letter, to the desired campsite. Special cancellation terms may apply for groups. Groups of teenagers (under 18 years) must always be accompanied by adults.

12. Cancellation

The cancellation of your booking must be received by TCS Camping in writing (by e-mail, fax or letter). For the calculation of the cancellation fee, the date of receipt of your written notification by the campsite is decisive.

In the event of cancellation of your booking, the following cancellation fees are charged:

12.1 Rental accommodation

29 days or more before arrival date: CHF 200 (if the total amount is lower, the total amount must be paid)

28 days or less before arrival date: 100% of the total amount

12.2 Pitch (plot)

Up to the arrival date: CHF 200 (if the total amount is lower, the total amount must be paid).

12.3 Rate for monthly stay

30 days or more before arrival date: 50% of the total price; 29 days or less before arrival date: 100% of the total price

We recommend that you take out cancellation insurance (e.g. ETI Travel Insurance).

13. Pets

Pets are allowed in principle, maximum two

per installation; in rented accommodation* on request only.

Owners must ensure that their pets do not disturb other guests and do not foul the grounds or facilities. Pets are not allowed in the sanitary facilities. They may not be left unattended or locked up on the campsite. Dogs and cats must be kept on a leash at all times.

Exception: guide dogs and assistance dogs for disabled persons are allowed in cerebral bungalows; special conditions may apply.

14. Campsite regulations

In order to make the stay a pleasant experience for all campers, our campsite regulations list the most important rules that are to be observed. These regulations apply to all guests. They can be viewed at Reception at all TCS campsites.

15. Data protection

With your booking, you authorise TCS Training & Freizeit AG and the TCS central office to store and use your personal data within the scope of their services and the membership of TCS (administrative processing, statistical analysis, marketing, development of new products and services), and to pass them on to third parties who have been charged with processing the data for the above-mentioned purposes (outsourcing) and who are bound to strict confidentiality.

You can contact us at any time by e-mail at dataprotection@tcs.ch to find out what personal data of yours is contained in our files, to rectify any data that, despite our best efforts and regular updates, may be incorrect, and to erase this data.

16. Place of jurisdiction

In case of legal disputes, the place of jurisdiction is the municipality in which the campsite is located.

17. Validity

These conditions shall apply from 1 May 2018.

TCS Training & Freizeit AG, TCS Camping, Chemin de Blandonnet 4, 1214 Vernier/Geneva, Switzerland, April 2018 / General Terms and Conditions v8 20180501