



General Terms and Conditions for the Sale of Services T&C

Thank you for your interest in staying at our campsite. By booking a pitch, the renter agrees to the following General Terms and Conditions:

1. Reservation

You can request a booking for a stay via our homepage, by phone or by email. Your request will be processed as soon as possible. The campsite offers stays with a family orientation, in the traditional sense. The campsite reserves the right to refuse any booking that contradicts or attempts to circumvent this principle.

For obvious safety or health reasons, minors who are not accompanied by an adult are not permitted.

2. Conclusion of the Contract

Your booking is binding as soon as we have confirmed the availability to you and your deposit has been credited to our account.

3. Deposit (non-refundable)

A deposit of 25% of the total price is required for bookings of 2 nights or more. For a one-night stay, the total price is due upon booking.

4. Pitch Preference

The choice of a specific pitch will be respected as far as possible. However, the campsite operator reserves the right to change an assignment in exceptional cases and to assign an equivalent replacement. A possible change of pitch does not entitle the guest to a price reduction.

5. Arrival / Departure

The pitch can be occupied from 14:00 on the day of arrival and must be vacated by 12:00 on the day of departure. An additional fee will be charged for late departure.

6. Final Billing

The camper is obligated to pay the final bill upon arrival.

7. Delay Arrival / Early Departure

In case of a delayed arrival or early departure, for whatever reason, no refund or discount will be granted. The full booking amount remains due. The campsite operator must be informed in writing (by email) of any delayed arrival in order to guarantee the reserved pitch. If you do not show up within 12 hours of the scheduled arrival time, the operator reserves the right to allocate the pitch to someone else.

8. Cancellation Policy

Cancellations must be made in writing (by email). For cancellations the deposit will be forfeited. For cancellations less than 15 days before arrival, the full booking amount will be due.

We recommend taking out travel cancellation insurance.

9. Group Bookings

Group bookings (10 persons or more) cannot be made online. Please contact us directly by email. Special conditions apply for schools. Youth groups must be accompanied by adults.

10. Discounts

We do not offer discounts for members of TCS, ACSI, ADAC or other organizations.

11. Pets

Pets are allowed (maximum two per pitch). Please note the provisions in article 15 of our campsite regulations.

12. Campsite Regulations

Please note our campsite regulations, which outline the most important rules.

13. Jurisdiction

The place of jurisdiction is Avenches.

These conditions are valid from October 1, 2024