

General Terms and Conditions – Camping Grassi

Camping Grassi

Grassiweg 60, 3714 Frutigen

Valid from January 1, 2023

1. Booking

You can submit your booking request for a stay at Camping Grassi in the following ways:

- Online at www.camping-grassi.ch
- By phone: +41 33 671 11 49
- By email: info@camping-grassi.ch

Your request will usually be processed within 48 hours, and you will receive a reservation confirmation.

Youths aged 16–18:

Minors under 18 must be accompanied by a parent or legal guardian.

2. Conclusion of Contract

Your booking for a pitch or rental accommodation will only be confirmed when:

- Availability has been confirmed.
- If a deposit is required, it has been received by Camping Grassi.

Note:

If the deposit is not received within the specified payment period, we reserve the right to reallocate the booked pitch or rental accommodation.

3. Payment

For bookings of a pitch or rental accommodation, the full amount must be paid.

Refunds are subject to the cancellation policy.

4. Booking Fee

No booking fee is charged.

5. Arrival / Departure – Final Settlement

Pitch (Campsite)

- **Arrival:** Reservations without payment are held until 6:00 PM on the day of arrival.
- **Arrival:** Reservations with payment are held until 8:00 PM on the day of arrival.
- **Departure:** The pitch must be vacated by 11:30 AM on the day of departure.
- **Final Settlement:** Must be completed by 10:00 AM on the day of departure.

Extensions of Stay:

Only possible after consultation with reception by 10:00 AM on the day of departure.

Rental Accommodation

- **Check-in:** 2:00 PM – 8:00 PM
 - **Check-out:** By 10:00 AM
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6. Late Arrival

If you expect to arrive late, you must notify us by phone by 6:00 PM.

Consequences of Non-Notification:

- The booking will be considered canceled.
 - Any amounts already paid will not be refunded.
 - The booking unit will be made available to others.
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7. Group Bookings

Groups of 6 or more people are generally not accepted.

Exceptions must be agreed upon with the site management.

8. Cancellation / Refund

Any applicable bank fees will be charged to the customer.

Cancellation and Refund Policy:

- If you cancel your booking **more than 30 days before arrival**, you will receive a full refund minus a processing fee of **CHF 30**.
- If you cancel **between 30 and 7 days before arrival**, you will receive **50% of the total amount**.
- If you cancel **less than 7 days before arrival**, you will **forfeit the entire amount**.

Exclusions for Refunds or Price Reductions:

- Bad weather
 - Illness or surgery
 - Vehicle or camping equipment defects
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9. Early Departure

In case of early departure, the total amount for the reserved duration will be charged.

10. Pitch Allocation

Camping Grassi reserves the right to reassign pitches and, where possible, provide an equivalent alternative.

11. Pets

Pets are generally allowed, with a maximum of 2 per installation.

Pets are not permitted in rental accommodations.

Owner's Responsibilities:

- Pets must not disturb other guests.
 - Pets must not soil the grounds or facilities.
 - Pets are not allowed in sanitary facilities.
 - Pets must not be left unattended or locked on the premises.
 - Dogs and cats must always be kept on a leash.
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12. Camping Regulations

The camping regulations can be viewed at the reception.

These apply to all guests and visitors.

By booking, the guest implicitly agrees to these camping regulations.

13. Jurisdiction and Applicable Law

In case of legal disputes, the jurisdiction of Frutigen Niedersimmental applies.

Swiss law applies.

Contact:

Camping Grassi GmbH

Grassiweg 60

3714 Frutigen