

## General terms and conditions of the Camping and Caravanning Club Lucerne (CCCL) for Camping International Giswil

The following general terms and conditions of the CCCL Lucerne apply to all reservations.  
By reserving a room or a plot (for a caravan, motorhome or tent)  
you agree to these general terms and conditions.

### **1. Reservations**

Reservations for a stay at Camping International Giswil can be made via the homepage. Requests will be processed within two working days during the opening hours of the campsite (end of March to mid-October).

During the high season (1 July to 31 August), reservations are only accepted for five nights or more.

Reservations for Easter, Ascension Day, Whitsun and Corpus Christi can be made from three nights upwards.

#### **1.1. Reservations of minors**

Minors who make a reservation must present a written authorisation for their stay from their parents on arrival at the campsite. In the absence of this permission, Camping International Giswil is not bound by the contract and is entitled to refuse the reservation made by the minor without any compensation.

### **2. Conclusion of the contract**

#### **2.1. Reservations by phone and email**

Reservations for a room or plot are considered definitive when they have been confirmed by email.

#### **2.2. Reservations via the homepage**

Reservations for a room or plot are considered definitive when they have been confirmed by email.

### **3. Plot request**

Requests for plots will be considered as far as possible for stays of five nights or more. However, the campsite management reserves the right to change a plot number at any time and to allocate an equivalent replacement. Any change of plot number does not entitle the customer to a price reduction or a refund.

### **4. Arrival and departure**

#### **4.1. Plots**

Arrivals for guests with a confirmed reservation are possible until 10 pm. The plot must be vacated by 12 am (noon) on the day of departure. If you have not arrived by 9 am on the morning after the planned date of arrival, the reservation is considered cancelled.

#### **4.2. Rooms**

Check-in: from 2 pm.  
Check-out: until 11 am.

Arrivals after 5 pm must be notified in advance by email.

### **4.3. Submission of the reservation confirmation**

The reservation confirmation (in electronic form) must be submitted with the registration.

### **4.4. Final invoice**

The campsite guest must pay the final invoice before 12 am (noon) on the day of departure at the latest.

### **5. Discount**

CCI card holders receive a discount on the price per adult (11 CHF instead of 12 CHF per night)

### **6. Reservations for groups**

Groups (15 persons or more) cannot book via homepage. These requests have to be sent by email to Camping International Giswil. Special cancellation conditions may apply for groups.

### **7. Cancellation**

Cancellations must be sent to Camping International Giswil by email. The date on which the campsite receives your written notification is decisive for the calculation of the cancellation costs. In the event of cancellation of your booking, the following cancellation charges will apply:

#### **7.1. Rooms and plots**

13-6 days before arrival date: 60 CHF  
or the total amount (if the total amount is less than 60 CHF)

From 5 days before arrival: 100 CHF  
or the total amount (if the total amount is less than 100 CHF)

### **8. Pets**

In principle, pets are allowed on the campsite. Pets are not allowed in the rooms. The owners will ensure that their pets do not disturb other guests and do not contaminate the area or the facilities. Cleaning up must take place outside the campsite. Dog and cat excrement must be disposed in the Robidogs. Pets are not allowed in the sanitary facilities or on the beach area within the campsite. They may not be left unattended on the plot. Dogs and cats must always be kept on a leash.

### **9. Campsite regulations**

In order to make the stay a pleasant experience for all campers, there are campsite regulations which list the most important rules to be complied. These regulations apply to all guests. They are hung up in the sanitary building or can be printed out on request at the reception.