

TERMS AND CONDITIONS

Reservations

Reservation requests can be made via our website (www.camping-lelanderon.ch) under “de,amde de réservation”, by phone or by e-mail.

Confirmation

Once we have received your booking request, and subject to availability, you will receive a secure link by e-mail, where you will be asked to provide credit card details as a guarantee (a debit will only be made in the event of cancellation).

Once your credit card details have been received, confirmation of your stay will be sent to you by e-mail.

Modification

Changes up to the date of arrival are free of charge, provided the length of stay is not reduced. If the length of stay is reduced by 50% or more, a fee of CHF 50 (CHF 400 for the monthly package) will be charged, starting 30 days before the arrival date.

Early departure

In the event of early departure, unused days will not be refunded.

Payment

Full payment for your stay must be made on arrival at check-in.

Payment for extras added during your stay (car, children, tents, etc.) must be made on the day of departure. Payment by credit card, debit card or cash accepted.

Cancellations

All cancellations must be notified by e-mail. Cancellation by phone is possible provided that it is followed by an e-mail from the customer.

Cancellation deadlines and charges

Reservations can be cancelled free of charge up to 31 days before arrival.

From 30 days prior to arrival, the following charges will apply:

Pitch	
Duration 1 night	CHF 30.-
Duration 2-3 nights	CHF 50.-
Duration from 4 nights	CHF 100.-
Month Package	
From 1 mois	CHF 400.-
Locations	
Mobil-home, BUGG	CHF 200.-
POD	CHF 50.-

Cancellation insurance

We strongly advise you to take out private cancellation insurance to cover your costs in the event of cancellation (in the event of illness, accident or death).

(The campsite does not provide cancellation insurance)

Campsite rules

A set of campsite rules is available on our website or on request at the reception.

Disputes

Any complaint concerning non-conformity of services or for any other reason should be sent by post to the following address

Camping des Pêches, P.O. Box 164, 2525 Le landeron-CH.