



Reservation conditions / General terms and conditions for rental accommodation / pitches Camping Santa Monica AG

These contractual provisions govern the relationship between the customer and Camping Santa Monica AG regarding online bookings on the website www.santa-monica.ch and direct bookings via e-mail or telephone. Persons visiting Camping Santa Monica and accessing the Camping Santa Monica AG website agree to the following terms and conditions of use in the version applicable at the time:

Direct bookings

1. Conclusion of the contract:

Your booking only becomes definitive once availability has been confirmed to you and your deposit has been received by Camping Santa Monica AG.

After receipt of the payment you will receive a written booking confirmation by e-mail.

If this deposit is not paid, the campsite management can continue to dispose of the rental accommodation.

2. financial commitment by booking:

The guest undertakes to pay the full fee for all booked calendar days, i.e. not only for the rental accommodation but also for the persons, even if he arrives late or departs early for whatever reason. An early departure or late arrival does not entitle the guest to any set-off against the reservation period owed.

In the event of cancellation or early departure, please refer to our cancellation policy.

3. Arrival and departure times:

Check-in pitches low season: 13:30 - 19:00

Check-in pitches high season: 13:30 - 20:00

Check-out pitches: 07:00 - 11:00

Check-in rental accommodation low season: 15:00 - 19:00

Check-in rental accommodation high season: 15:00 - 19:00

Check-out rental accommodation: 8:00 - 10:00

Please inform us the evening before your departure of your desired time of departure (rental accommodation).

Should your arrival be delayed, you must inform us by telephone (0041 27 934 24 24) or e-mail (info@santa-monica.ch) before 4.00 pm, otherwise the rental accommodation will be passed on.

4. deposit:

The deposit per pitch/rental accommodation is 50% of the total amount. The timely receipt of the deposit (after receipt of our booking confirmation) on our bank account guarantees the definitive reservation and is considered as acceptance of our reservation conditions.

If the deposit is not transferred on time, we will continue to make the booked offer.

Any bank charges shall be borne by the customer.

The tenant undertakes to pay the balance on arrival.

Bank details:

Raiffeisenbank Gampel-Raron

Swift-BIC: RAIFCH22



Bank-Clearing Nr.: 80808

IBAN: CH82 8080 8008 2853 2453 5

Camping Santa Monica AG, Kantonsstrasse 56, CH - 3942 Raron, Switzerland

5. Cancellation policy:

Written cancellation (by e-mail) **up to 30 days before arrival:** The deposit paid, excluding processing fees, will be refunded.

Written cancellation (by e-mail) **29 to 7 days before arrival:** The deposit paid will not be refunded, the remaining payment does not have to be made.

Written cancellation (by e-mail) **6 to 0 days before arrival or no cancellation (no-show):** The deposit paid will not be refunded, the remaining payment (excl. tourist taxes and rubbish bag charges) must be made.

We recommend that you take out cancellation/travel insurance.

Online bookings

6. knowledge of the use of electronic means of communication

Users of the Camping Santa Monica website confirm that they are familiar with electronic means of communication and are aware of the security risks of electronic traffic. Users undertake to make only lawful use of the means of communication.

7. Conclusion of the contractual relationship

The booking of pitches and rental properties is made online by the customer. Camping Santa Monica AG sends an electronic confirmation of the order to the customer. The contractual relationship is concluded when the electronic confirmation is sent to the customer. From this moment on, the customer can neither change nor cancel the order online.

8. online booking

By booking a pitch or rental accommodation on www.santa-monica.ch, bookers recognise the safety, access and other regulations (e.g. house rules) of Camping Santa Monica AG. Online bookings may only be made from the official website or from authorised partners of Camping Santa Monica AG. Furthermore, online bookers acknowledge that they may be excluded from Camping Santa Monica AG without compensation in the event of non-compliance with such regulations.

8.1 Validity of online bookings

Online bookings are only valid for the period stated and for the services listed. A rebooking or refund takes place according to our cancellation conditions.

9. cancellation conditions

Written cancellation (by e-mail) **up to 30 days before arrival:** The deposit paid will be refunded, whereby the expenses (processing fees CHF 20.00) will be charged to the guest.

Written cancellation (by e-mail) **29 to 7 days before arrival:** The deposit paid will not be refunded, the remaining payment does not have to be made.

Written cancellation (by e-mail) **6 to 0 days before arrival or no cancellation (no-show):** The deposit paid will not be refunded, the remaining payment (excl. tourism taxes and disposal fees) must be made.

We recommend that you take out cancellation insurance.



10. Prices

Prices are quoted in Swiss francs (CHF). When paying in euros, the daily exchange rate valid on the day of payment applies. The prices include statutory value added tax.

Camping Santa Monica AG - Kantonsstrasse 56 - CH - 3942 Raron

11. Payment and means of payment

Until full payment has been made, Camping Santa Monica AG can continue to provide the booked offer.

11.1 Means of payment in the online shop

- Mastercard
- Visa
- PostFinance
- Paypal

11.2 Means of payment on site at Camping Santa Monica AG

- Cash
- TWINT
- Mastercard
- Visa
- PostFinance
- American Express

12. Restricted offer

In the event of restricted use of Camping Santa Monica, the online booker has no right to cancel the booking. A rebooking can be made in consultation with Camping Santa Monica AG. In addition, the online booking can be cancelled at any time without further justification.

13. copyright protection

The entire content of the Camping Santa Monica AG website is protected by copyright; accordingly, downloading or printing out individual pages and/or sections of the Camping Santa Monica AG website is only permitted if the copyright notices and other protected designations are not removed. In the event of downloading or reproduction in any other way, all rights to the information remain with Camping Santa Monica AG. Commercial use of the Camping Santa Monica AG website or parts thereof is strictly prohibited.

14. data protection

The data protection provisions of the website under data protection apply.

15. limitations of liability

Camping Santa Monica AG assumes no liability for the accuracy of the information available on the website, in particular not for the correctness, completeness and reliability of the corresponding information. In court cases, the German version counts.

Camping Santa Monica AG is not liable for damage caused by transmission errors, technical defects, operational failures or unlawful interference with computer systems, regardless of the location and type of impairment.

Camping Santa Monica AG is also not liable for damage caused by malfunctions, interruptions (including system-related maintenance work) or overloading of IT systems.



Camping Santa Monica AG is not liable for direct damages or indirect damages (consequential damages) arising in connection with the utilisation of the services or queries of Camping Santa Monica AG.

The exclusion of liability also applies to damage caused by links to other websites.

Camping Santa Monica AG points out in particular that clicking on links may cause you to leave the Camping Santa Monica AG website and that Camping Santa Monica AG has neither checked the linked sites nor does it accept any responsibility for their content, products, services or other offers. The information disseminated on the Camping Santa Monica AG website is intended solely for the private use and information purposes of potential users of the facility. Users are aware that the information may be changed at any time and without prior notice.

16. amendments/additions

Amendments and additions to these GTC by Camping Santa Monica AG are permitted at any time. The version published online at the time of electronic confirmation by Camping Santa Monica AG shall apply.

17. law and place of jurisdiction

Swiss law is applicable to this contractual relationship. The place of jurisdiction is Raron/Leuk.

Camping Santa Monica AG
Kantonsstrasse 56
CH - 3942 Raron

February 2024