

Important general information

Animals Dogs are not allowed. Cats are only permitted on the owner's own pitch.

Barriers Remain closed from 10:30 PM to 07:00 AM. (Late returners must collect their parked vehicle by 09:00 AM at the latest).

Bathing Zone The area marked by yellow buoys must not be left, not even with air mattresses. Lifeguard instructions must be always followed. Staying in the water and using the Aqua Park is at your own risk and is prohibited after 10:30 PM.

Bicycles Cyclists are requested to ride considerately. Riding without lights is prohibited after dark. We recommend always locking bicycles.

Bike Corner Exclusively for bicycles (09:00 AM to 12:00 AM and 3:00 PM to 6:30 PM). Washing motorcycles is prohibited.

Bulky Waste Dumping bulky waste is strictly prohibited.

Cancellation Policy Booked dates must be paid in full. For late arrivals or early departures, the following charges apply (see table). Upon booking confirmation, you must pay 50% of the total stay within 3 days via bank transfer. The remaining amount must be paid by the departure date.

In case of cancellation, the reservation fee (administrative costs) of CHF 100.00 will be retained.

Up to 5 weeks before arrival: 20% of the total amount (plus administrative fees).

Up to 2 weeks before arrival: 70% of the total amount (plus administrative fees).

Up to 1 week before arrival: 100% of the total amount (plus administrative fees).

In case of cancellation, early departure, or late arrival, Campofelice reserves the right to reallocate the pitch.

Cars Please park your car only on your designated pitch, even in low and mid-season. Maximum speed: 10 km/h.

Car Wash Area Exclusively for cars (09:00 AM to 12:00 AM and 3:00 PM to 6:30 PM). Washing caravans, motorhomes, and boats at the car wash, on pitches, or at disposal points (wash houses 1 and 6) is prohibited. The car wash is strictly for vehicle washing; emptying chemical toilets or wastewater tanks (even into soakaways) is forbidden. Oil changes and repairs are not allowed anywhere on the campsite.

Cash Desk We accept cash, credit cards, and Reka cheques.

Clothing "Topless" is only allowed on the beach. Children over 4 years old must wear a swimsuit to move around the campsite.

Day Visitors Must register at reception upon arrival. Short visits (up to 45 minutes) are free; longer stays are chargeable (from age 4 and above). Each visitor receives a Campofelice pass (wristband) granting access to the entire site, including the pool area. An ID will be held as a guarantee. Guests must ensure their visitors comply with registration rules and are responsible for their behaviour within Campofelice Camping Village.

Drones Are not allowed anywhere on the campsite (including water areas up to the buoys). The campsite is located within a no-fly zone and a protected nature reserve.

E-Bikes and E-Scooters Must adhere to the maximum speed of 10 km/h and be ridden with care.

Electric Cars Six paid charging stations are available at the campsite. Charging electric cars of any type at the pitch power pillars is prohibited.

Electricity 230 Volt; protected with a 13-ampere fuse. Campofelice is not liable for power outages. The connection of outdoor lighting and noisy air conditioning units is not allowed.

Emergencies Notify the night watchman ([+41 79 365 09 56](tel:+41793650956)) or follow the signs at reception.

Eviction Will be issued to:

Anyone (including children) who does not adhere to Campofelice's important guidelines or does not follow management instructions.

Anyone occupying other spaces (with tables, chairs, cars, or other objects) contrary to our regulations. Each guest is entitled to the assigned pitch, where cars, caravans, or tents must be accommodated.

Anyone attempting to conceal visits (not registering them immediately) or providing false information regarding the number of people present or their age.

Fires Open fires are not permitted. Barbecues are allowed but should not cause discomfort to others (smoke, etc.).

Fishing Fishing is not permitted within the camping area or in the harbour.

Games Football is only allowed on the football field. Badminton requires caution. Skateboards, noisy children's vehicles (e.g., tractors), water guns, remote-controlled vehicles, inline skates, and electric vehicles (e-scooters, mini-scooters, Segways, skateboards, etc.) are tolerated as long as they are used considerately.

Groups Groups such as schools, clubs, etc., cannot be accommodated.

Harbour Usage is only permitted according to regulations (available at reception).

Loss Barrier card, camping plate with number, and wristbands must be returned at checkout. In case of loss, you will be charged CHF 30.

Lost and Found Found items will be disposed of after one month.

Lunchtime Quiet Hours Must be observed from 12:00 AM to 3:00 PM. Vehicle movement should be minimised.

Motorcycles Riding, pushing, or parking motorcycles, trikes, quads, and mopeds (including electric ones) is prohibited throughout the campsite for safety reasons. These vehicles must be parked at the campsite entrance at the owner's risk.

Music Please keep music at room (or better, tent) volume. This also applies to radios and televisions.

Night Quiet Hours Are from 10:30 PM to 07:00 AM.

Packages Normal/standard-sized packages must be collected from reception by the evening of delivery. If not collected, a storage fee will be charged per day. Large packages (sum of height, width, and depth over 150 cm) must include your name and pitch number on the address. These packages will not be stored at reception but delivered directly to your pitch, regardless of weather conditions. Otherwise, they will be returned to the sender. Campofelice Camping Village accepts no responsibility for damage or theft.

Persons Any change in guests must be reported to reception immediately in accordance with police regulations.

Playgrounds / Sports Facilities Lunchtime and night quiet hours must be strictly observed. Use is at your own risk.

Spontaneous Arrivals Reservation is recommended but not mandatory. For spontaneous or short-term stays, we will allocate an available pitch upon arrival.

Teenagers Minors under the age of 18 are allowed only if accompanied by their parents.

Tennis Access is only allowed with tennis shoes suitable for clay courts. Reservations must be made on the website. Court rental must be paid before playing. Games always start on the hour.

Trailers All trailers and boats must be parked in the designated area.

Video Surveillance A video surveillance system is installed for guest safety. Recordings are periodically deleted.

Visits Daily visits may be authorized upon request and payment. Registration at the reception is mandatory before entering the campsite.

Waste Waste must be disposed of in the containers at the collection points only inside appropriate bags. It is strictly prohibited to deposit bulky waste.

Windsurfing/Canoeing The designated entry and exit points must be used. Surfboards/canoes must be stored in the surf rack or within your rented area.

Wristbands Required for entry to the campsite. Option to load money onto them.

The Management reserves the right, in all cases, to open or close pitches and sanitary facilities as needed and to allocate pitches in case of necessity or high occupancy of the campsite.

It is forbidden to reserve pitches in any form, change the assigned pitch, or occupy an adjacent one.

Campofelice Camping Village accepts no liability for any kind of damage caused by natural events or for theft of unattended valuables. Campofelice Camping Village declines all responsibility in the event of accidents and damage to third parties resulting from non-compliance with the regulations.

A limited and reduced offer of services, entertainment, and opening hours does not entitle guests to discounts.

Regulations for Pitches

Billing Takes place on the departure day from 07:30 AM until 11:00 AM at the latest. Please ensure you bring your number plate, barrier card, wristbands, adapter plug, and fridge key.

Cars Please park your car only on your designated pitch, including in the pre- and post-season. Maximum speed: 10 km/h.

Check-in / Check-out Arrival from 1:00 PM to 10:00 PM, departure by 11:00 AM. Early arrivals cannot access the pitch. We cannot guarantee a place in the waiting area as capacity is limited.

Clotheslines / Hammocks Are prohibited for safety reasons.

Departure Reservation of the site for other guests is not allowed. You may not transfer, promise, or even "sell" your site. Motorhomes, cars, and caravans are not allowed to be parked outside of Campofelice.

Guests Per Pitch Each pitch may accommodate one family (i.e., parents and their children) or a maximum of five different people (including children and babies). An additional car must fit within your rented area. Changes of guests must be reported to reception immediately in accordance with police regulations.

Motorhomes Wastewater and toilets must only be emptied at the designated service stations near wash houses 1 or 6, which provide proper access. Drinking water connections are available, but washing your vehicle in these areas is strictly prohibited. If you leave during the day, it is useful to leave something on your pitch (e.g., table or chairs). For larger motorhomes, the pitch will be allocated by the management (from 3.60 m height).

Occupancy According to the camping law and regulations (Art. 3.3), one sleeping unit (a tent, caravan, or motorhome) is allowed per site. Sleeping in a car is prohibited, including with the "Tesla Camp Mode." For children up to 16 years old, an additional small igloo-style tent of modest size (maximum height 1.50 m) may be set up (Art. 7.3 cantonal camping law).

Pitch Changes Allowed upon request and depending on availability.

Pitches Only the rented area may be occupied; green areas by the river, lake, and harbour are for all camping guests. Digging trenches or holes is prohibited. Under no circumstances may waste, washing water, or tooth-brushing water be disposed of on the ground or into street drains.

Reservations Must be made directly via www.campofelice.ch

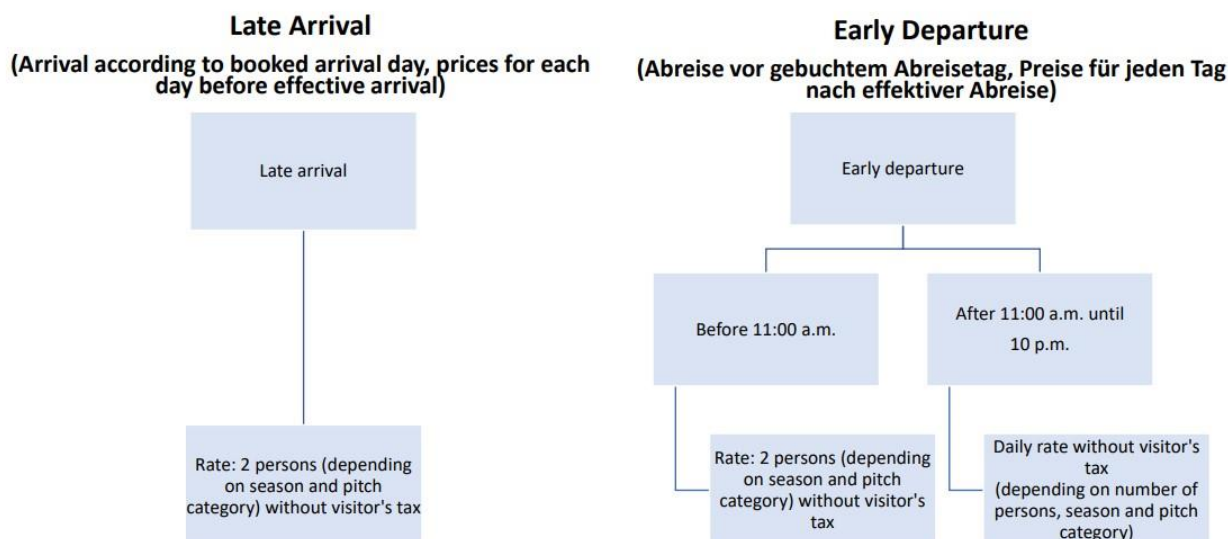
When booking, you are entitled to reserve a category; the pitch number is assigned upon arrival. It is possible to book a specific pitch number for a fee of CHF 35 per stay (subject to availability). The minimum bookable stay in pre- and post-season as well as on holidays is 3 nights. In mid and high season at least 7 nights. Reservations for stays shorter than the required minimum are not possible, but "walk-in" stays may be available (subject to availability). The booked dates must be paid in full. In case of late arrival or early departure, the following rates apply (see table). With your booking as a definitive and guaranteed confirmation, you are required to pay 50% of your stay by bank transfer within 3 days. The remaining balance must be paid by the departure date.

Reservations are recommended but not mandatory. For a spontaneous or short stay, an available pitch will be allocated upon arrival.

Wastewater Must be collected in a closed wastewater system and disposed of properly. Buckets are prohibited.

Table

Conditions for late arrival or early departure



Unoccupied: Only valid for absence during the stay and not for later arrival or early departure.

Rules for Hotel

Billing Takes place on the departure day from 07:00 AM until 11:00 AM at the latest. Please ensure you bring your keys, wristbands, and, if applicable, adapter plug.

Check-in / Check-out Arrival from 2:00 PM to 7:00 PM, departure by 11:00 AM.

Apartments in Casa Torre Check-in from 3:00 PM to 7:00 PM and check-out by 09:30 AM.

Smoking Ban Smoking is prohibited in apartments and rooms.

Rules for rental units

Billing Takes place on the departure day from 07:30 AM until 09:30 AM at the latest. Please ensure you bring your keys, barrier card, wristbands, and, if applicable, adapter plug.

Check-in / Check-out Check-in from 4:00 PM to 10:00 PM. Any changes are possible upon prior agreement.

Check-out must be completed by 09:30 AM. A late departure will result in an additional night being charged.

Damage Campofelice Camping Village reserves the right to claim compensation from tenants for any damage caused to or within rental facilities.

Final Cleaning The bungalow must be left swept clean upon departure. If this is not observed, additional cleaning costs will be charged.

Force Majeure If the rental object cannot be rented due to unforeseen and extraordinary events, if part of the equipment does not function properly, or if part of the campsite's services is not available, the tenant is not entitled to compensation.

Keys A fee of CHF 150 will be charged in case of loss.

Laundry Bed linen is changed only at the end of the stay (for reservations of more than 7 nights, bed linen is changed once a week). Guests must bring their own terry and dish towels. Towels are available on request for a fee. For special requests, please contact reception.

Mobile Home Areas The mobile home areas, including lawns, are pedestrian zones; cycling and riding scooters are prohibited. The lawn is a communal area; setting up tents, inflatable pools, or pavilions is not permitted.

Smoking Ban Smoking is prohibited in all rental facilities.