



# Rules

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## ALCOHOL ABUSE

Any damage to property, physical injury, disturbance of the night time peace due to abuse of alcohol will be charged and prosecuted.

## ALLOCATION OF PLOT

Plots are allocated by the management of Camping-Delta. Guests' requests will be accommodated as far as possible.

## ARRIVAL AND DEPARTURE

All guests must register at the reception upon arrival, present their identification papers, and complete a registration form.

Tent pitches: Check-in: from 13.00 h; Check-out: by 12.00 h.

Caravan hirers: Check-in: from 16.00 h; Check-out: by 10.00 h.

No arrivals or departures are possible between 22.00 h and 7.00 h.

Late departures will incur a charge of one additional night.

Reception: opening times vary according to season and are displayed at the reception.

If the reception is closed upon arrival, caravans, campers or tents may be temporarily parked on free plots. Upon registration at the reception you will be advised about the rental plot for the rest of your stay. Campers arriving after 18.00 h who intend to pitch a tent (or caravan) are kindly requested to notify us by telephone beforehand. If the hirer does not arrive at the beginning of the hire period without any information, the pitch or the caravan will be re-hired the following day.

## BALL GAMES

Ball games (Football, Volleyball, Badminton and Table-tennis) are only allowed on the playing fields (marked «J» on the plan).

## BEACH

The beaches in front of Camping Delta are public. Access to the lake is at your own risk. As stated in the Rules and Regulations of Camping Delta it remains the duty to provide information in case of emergency and the obligation to denounce cases of violation of order, cleanliness, hygiene and respect of users of the beach.

## BOOKING

Reservations for the high season (see price list): places must be placed in good time.

Reservations for the following season are accepted from February of the current season. The confirmation is given by mail and the contract will be sent from September.

## BOOKING / CARAVANS

A deposit of 50% of the hire charge and a booking fee of CHF 50.00 per caravan is payable upon signing an agreement to hire a caravan. Should the customer fail to fulfill his obligations under the agreement (cancellations, no arrivals, infringement of the campsite rules, or similar) Camping Delta will retain the total amount as a penalty for non-fulfillment (earnest money). The right to claim further damages is reserved.

## BOOKING / PLOTS

Booking fee: CHF 100.00. If the contract's terms are respected CHF 50.00 will be deducted from the bill. Should the customer fail to fulfill his obligations under the agreement (cancellations, no arrivals, infringement of the campsite rules, or similar), Camping Delta will retain this sum as a penalty for non-fulfillment (earnest money). The right to claim further damages is reserved.

## BOOKING / SHORTNOTICE

Short-notice bookings are accepted upon one month before arrival only if complete of fax number and with indication of the credit card details on which the booking fee will be charged: Visa or Mastercard number, Expiry date, Security Code and name of card owner. Without these details we can not accept any booking.

## BICYCLES

Bicycles for adults (also with child seat) can be hired at the reception. Cyclists are requested to ride carefully, at walking pace and only on the roads. It is prohibited to ride after dark without lights and to enter with bicycles and scooters into the facilities.

## CANCELLATION INSURANCE

For any cancellations (reservations or early departures) there is no refund for booking fees, visitor's taxes, electrical taxes, rental costs or flat rates. It is advisable to draw up a cancellation policy at your insurance.

## CARAVANS TO RENT

All caravans are hired out in an impeccable, clean and fully functioning condition. Any damage caused to the caravan, its contents or accessories must be reported to the reception immediately. Any material found to be missing or damaged or if extra cleaning is needed after your departure will be invoiced to you.

<b>CAR WASHING</b>	Car-washing is prohibited throughout the campsite.
<b>CCTV</b>	Reception and TV room are under video surveillance. In case of any infringements Camping Delta is allowed to view the records.
<b>CHILDREN</b>	For families, no charge is made up to the third child under the age of 14. Children under six years old may not be left alone in the campsite. They may only use the sanitary facilities when accompanied by an adult, with exception of the children's sanitary facilities. Parents are fully responsible for their children.
<b>CHILDREN'S PLAYGROUNDS</b>	The playgrounds are reserved for children up to age 12. Ball games: see above.
<b>CREDIT CARDS</b>	Credit cards are accepted for the payment of long-term or special rentals. The percentage of the credit card will be charged to the guest.
<b>DAMAGE / LIABILITY</b>	<b>Camping guests and visitors are liable for all damage caused through deliberate action or negligence. Neither the management nor the owners of Camping Delta will be held liable for thefts, losses or damage suffered by the users of the campsite or by persons or vehicles visiting the campsite.</b>
<b>DECKCHAIRS</b>	Deckchairs can be hired at the reception.
<b>DUCKS</b>	Ducks mate in the springtime and many of them have built nests and laid eggs inside the campsite. We kindly request parents to tell their children not to touch the eggs. Thank you for your understanding.
<b>DUTY TO REPORT</b>	Accidents, damage and abnormal occurrences must be reported to the management without delay.
<b>ELECTRICITY</b>	All plots have an electric socket (10 amperes, Swiss type). Adapters for European or German plugs are available at the reception against a deposit of CHF 30.00. Every plot or caravan has a power capacity of 2.2 kilowatts for the simultaneous use of electrical appliances. A detailed list of the power consumption figures of the various appliances is also available at the reception. Please help us contribute to protect the environment by saving electricity and avoiding unnecessary waste.
<b>EXCEPTIONS</b>	We cannot grant any exceptions.
<b>FIRE</b>	Open fires are not allowed. You may grill with a suitable grill, but you must not cause annoyance to your neighbors with smoke. The use of grills and fireplaces is allowed from 10 am to 9 pm. For safety reasons fires should never be left unattended and at 8 pm all fires and live charcoals must be completely extinguished.
<b>FISHING</b>	Fishing is prohibited on the entire camp side.
<b>FITNESS</b>	The fitness room is open to all guests (from 18 years of age) free of charge. The key can be obtained from the reception against a deposit of CHF 10.00.
<b>FOUNTAIN</b>	Please keep the fountain clean. This is not the place to throw away leftovers! If you need to wash clothes, please use the washing machine. You can wash up in the kitchen sink. All fountains of Campsite Delta have drinking water.
<b>GAMES / TV ROOM</b>	The games and TV room (see plan „B») is open from 09.00 h until 22.00 h.
<b>HARBOUR / BOATS / TRAILERS</b>	Please ask at the reception if you need a mooring for your boat. All boats must have the harbour sticker clearly visible. Illegally moored boats will be towed away. All boats (except for rowing boats/sailing boats up to 2.50 m long, canoes and kayaks) must be registered according to police regulations! Small rubber dinghies without engine, catamarans or similar must be moored between the port and the „Amphitheatre». On no account may they be left on the steps of the „Amphitheatre». It is prohibited to park boats and trailers on the plot or car-park. Trailers can be left in storage (CHF 5.-/day) and must be announced at the reception. Trailers found out of the storage will be removed.
<b>HOT WATER</b>	Hot water is supplied free of charge for washing up and for showering. Please use the water carefully and in an environment-friendly manner.
<b>HYGIENE AND ORDER</b>	The entire campsite and especially the sanitary facilities must always be kept clean. It is prohibited to deposit rubbish anywhere other than at the marked rubbish collection points (dustbins and rubbish container). Please separate your rubbish. You may not leave bulky rubbish either in the campsite or outside. Bulky items must be disposed separately and are subject to a disposal charge. For information please contact the reception.

## KAYAKS

Kayaks can be hired at the reception.

## KITCHEN SINKS

This room is open from 08.00 h until 22.00 h (see plan «C»).

## LIGHTS-OUT

**Between 22.00 h and 7.00 h absolute silence is to be observed. Any activity that results in noise (also in front of the laundry), such as music, loud conversations, driving a car etc., is forbidden during this period. The night watchman is authorized to eject anyone who abuses this rule.**

## LONG-TERM / SPECIAL RENTALS

2-, 3-, 4-, 6- or 8-month contracts only become valid upon payment of a deposit (see contract). The installments must be paid in advance, as fixed by contract. Should the customer fail to fulfil his obligations under the agreement, Camping Delta will retain the instalments as a penalty for non-fulfilment (earnest money) and the plot rented.

Additional guests of the tenant, who are not included in the family-list, must be notified at the reception and pay the overnight stay(s) and charges.

For all long term and special rental guests: It is compulsory to have the gas installation controlled every five years. If the gas control date is outdated the management has the duty to enforce that control, to be carried out by a third party, at the clients expense.

During the winter gazebos have to be dismantled and set a side of the caravan.

## MOTORCYCLES

Certain plots (Nos. 162-198) are reserved for motorcycles. At all other places only loading and unloading is permitted. The parking area is marked «M» on the plan of the campsite. Keys can be obtained from the reception against a deposit of CHF 20.00.

## MOTOR VEHICLES

These may only be used for arrival, departure or excursions. Please attach the camping sticker to your vehicle so that it is clearly visible. Maximum speed: 5 km/h (walking pace). After lights-out you may not drive in the campsite. Guests who return after 22.00 h must leave their vehicle outside the campsite.

## MUSIC / TV

Music should be played at room-volume, or perhaps we should say tent-volume! The same applies to televisions.

## MUTUAL RESPECT

All guests must behave in such a way that no other campsite user is disturbed or inconvenienced. Activities that cause an excessive amount of noise or other offensive emissions (smells, smoke, etc.) or pose a threat to persons or facilities are strictly prohibited.

## OCCUPATION

One tent, one caravan or one motor-home, is permitted per plot. For children under 14 a small igloo tent of moderate dimensions (max. height 1.40 m) is also permitted.

It is prohibited to place additional tents on the plot of the rented caravans.

Maximum 5 persons (including children and babies) and one motor vehicle are permitted per plot. Additional vehicles must be left in a separate parking lot (with fee) indicated by the reception, or outside the campsite.

According to police regulations, additional persons/overnight stays and changes of individual occupants must be reported to the reception without delay.

## PAYMENT

**The reserved time is to be paid on arrival. The costs of renting non-reserved plots during the season or high season are to be paid upon arrival. All costs of non-reserved caravans are to be paid upon arrival. No claims for financial compensation can be accepted in the event of early departure or cancellation.**

**For overstay (from 6 nights/days): guests may pay overnights and plot fees without delay or request from the reception.**

## PENSIONERS / DISABLED

Pensioners and disabled (with reference card) get a special price (see price list).

## PETS

Pets are not permitted at Camping Delta.

## QUESTIONNAIRE

We would be pleased if you would complete our questionnaire. In this way you contribute actively to the improvement of our services and the fulfillment of your expectations.

## REIMBURSEMENTS

**For any cancellation, reservations or in the event of early departure it is generally not possible to reimburse reservation fees, rental costs, visitors' taxes or flat rates for electricity.**

## ROLLER / ROLLER BLADES / SKATEBOARDS

Roller, Skaters and Bladers are requested to ride carefully, only on the roads and as «gently» as possible. It is prohibited to ride after dark.

## SANITARY FACILITIES

There is a separate WC for handicapped persons. The Euro key can be obtained from the reception against a deposit of CHF 30.00.

Children under the age of six may only use the sanitary facilities when accompanied by an adult with exception of the children's sanitary facilities. Washing-up or the washing of clothes is not permitted in these rooms.

## SECURITY

During the high season all guests receive an identification bracelet, which has to be worn during the staying. The Camping Delta staff have the right to eject persons who do not carry the identification bracelet.

## SCHOOLS / GROUPS

School classes and groups are only admitted subject to prior reservation on plots (but not in rented caravans) and must be accompanied by a teacher or supervisor. The teacher or supervisor is liable for the young people under his/her charge, as well as for any damage caused by them. He/she must sign the relevant form upon reservation. No school groups will be accepted for the months of July and August. School classes and groups are only admitted, at the reservation, by presentation of a binding activity program for the staying.

## SURROUNDINGS

Please protect our grass, trees, bushes and flowers. Help us to keep clean the WCs, beach, children's playgrounds, etc. We kindly request all our guests to use the equipment for the intended purpose only. Consideration in this respect helps prevent damage.

## TELEVISION

For rented caravans with a television a remote control with SAT card is available from the reception against a deposit of CHF 50.00.

## UNOCCUPIED TENTS AND CARAVANS

In accordance with the Ticino camping laws (Art. 10), tents, caravans and motor-homes may not remain unoccupied on the plot for longer than three respectively five nights. The rent of the pitch is due in any case. They must be moved to a separate parking lot, against payment of a fee.

## VISITORS

Friends who visit during the day must register at the reception and pay a day rate of CHF 5.00. Visits are not permitted during the lights-out period. Visitors must leave their cars outside the campsite.

## WASHING

If you wish to wash clothes, please use our washing machine and tumbler (marked «E» on the plan). Open from 07.00 h until 22.00 h. During the high season, washing times must be reserved on the users' list.

## WASTE WATER

The emptying of wastewater onto the ground, into the grating of the water outlet or into the fountain is prohibited. Empty your wastewater at the proper place (marked «W» on the plan). To empty your portable toilet please use the specially installed red chemical toilet (marked «G» on the plan).

## WIRELESS

For everyone who needs an Internet connection during the vacation Wireless Lan is available over the whole area of Camping Delta, CHF 6.- / day. For information or payment please contact the reception.

## WISHES

We are pleased to receive your requests and suggestions, as well as justified complaints, in writing. Please put them in the green letterbox at the reception, complete with your name, address and plot number.

## YOUNG PERSONS

**Adolescents under the age of 18 are only allowed access to the campsite if they are accompanied by their parents or legal guardians. Written permissions from parents or legal guardians will not be accepted. The booking fee will be retained by improper reservation.**

## PENALTIES

**Infringement of the campsite rules or the instructions of the management will entitle the management or the night watchman to exclude guests from the site immediately. Should you be excluded, you forfeit all rights to claim a refund of fees paid. The camp administration's rights of indemnity remain reserved.**

## JURISDICTION

**The place of jurisdiction is Locarno. Swiss law shall apply.  
The enclosed rules constitute an integral part of the contract.**