

## Hotel Camping Sutz's Terms and conditions of reservation

### Pitches for caravans, camper vans and tents

- You can make a reservation with us by phone or e-mail.  
Both are binding. Reservations made by e-mail can take up to three days to process and are only valid once you have received a personal confirmation by e-mail (not the auto-reply e-mail!).
- Pitch requests can be made and will be taken into account as far as possible.
- The reserved pitch will be kept free until the end of the check-in time on the day of arrival. If you do not notify us by telephone that you will arrive late, you will be charged for your stay in accordance with our Cancellation Policy.
- If you arrive at a later date or leave early, you will be charged for the stay in accordance with the reservation made in advance.
- Your stay must be paid in cash or by card (EC, PostFinance Card, Mastercard or Visa) on the day of arrival.

### Rental properties such as barrel-shaped cabins, multiple occupancy rooms or double rooms

- You can make a reservation with us by phone or e-mail.  
Both are binding. Reservations made by e-mail can take up to three days to process and are only valid once you have received a personal confirmation by e-mail (not the auto-reply e-mail!).
- Where possible, customers' wishes will be taken into account.  
Changes within the selected property to a room of the same standard after a reservation has been made are possible without consulting the customer.  
The customer will be informed in advance as soon as the rental property or the standard of the rental property has to be changed.
- The keys to the reserved rental property must be handed over on the day of arrival during the respective check-in times. The stay must also be paid for at this time in accordance with the reservation.
- The reserved rental property will be kept free until the end of the check-in time on the day of arrival. If you do not notify us by telephone that you will arrive late, you will be charged for your stay in accordance with our Cancellation Policy.
- If you arrive at a later date or leave early, you will be charged for the stay in accordance with the reservation made in advance.

## **Hotel Camping Sutz's Terms and conditions of reservation**

### **Pitches for caravans, camper vans and tents**

- Cancellation up to 2 days before arrival (by e-mail or telephone)  
Free of charge
- Cancellation less than 2 days before arrival (by e-mail or phone)  
The full amount according to the reservation, including all fees and administrative expenses, will be invoiced.
- Reservation will not be cancelled  
The full amount according to the reservation, including all fees and administrative expenses, will be invoiced.

### **Rental properties such as multiple occupancy rooms, double rooms and barrel -shaped cabins**

- Cancellation up to 7 days before arrival (by e-mail or telephone)  
Free of charge
- Cancellation less than 7 days before arrival (by e-mail or phone)  
The full amount according to the reservation, including all fees and administrative expenses, will be invoiced.
- Reservation will not be cancelled  
The full amount according to the reservation, including all fees and administrative expenses, will be invoiced.  
If additional work was carried out by our staff (provision of an extra bed, etc.), this will also be invoiced.

### **Hotel Camping Sutz on Lake Biel/Bienne**

The Management Team