

General terms and conditions for the Weisse Arena Hospitality AG, valid for the TCS Pop-Up Glamping Village on Alp Nagens, Flims/Laax

Thank you for your interest in staying at the TCS Pop-Up Glamping Village on Alp Nagens, Flims/Laax. The following terms and conditions apply to your booking. (T&Cs) for Weisse Arena Hospitality AG (a Touring Club Switzerland (TCS) partner).

By reserving a Pop-Up Glamping rental, the renter declares that they agree to the following terms and conditions.

1. Booking

Bookings for a TCS Pop-Up Glamping Village rental can generally only be made online using the Simplebooking system from Weisse Arena Hospitality AG. Group bookings are an exception, as special conditions apply (see clause 12).

Bookings from and for children under the age of 18 require permission from a parent or guardian and those under the age of 18 can only stay at the TCS Pop-Up Glamping Village when accompanied by an adult.

2. Conclusion of contract

By confirming your booking in the online booking system, you are submitting a binding application for the holiday rental you have selected. The rental contract is concluded once you receive written confirmation for your booking (in the form of an order confirmation via email) from Weisse Arena Hospitality AG (contractual partner).

3. Payment

The total amount for the full stay at the TCS Pop-Up Glamping Village must be paid in full via credit card when making your online booking. Taxes, such as a visitor's tax or similar, which are collected by the state, the canton and/or the municipality are included in the total amount within the online booking system. Drinks, extras, etc. are not included in the price.

4. Booking fee

We do not charge a booking fee.

5. Rental selection

We will do our best to honour any specific requests regarding the holiday rental (e.g. location). However, we reserve the right to change the specific rental property at any time and to provide an equivalent substitute. Any

changes to the specific site of the holiday rental do not grant the right to a reduction in price or reimbursement.

6. Low/high season

Low season: from 1 June to 7 July 2024 and from 23 August to 8 September 2024.

High season: from 8 July to 22 August 2024.

7. Arrival/departure – final invoice

Check-in: 3 pm

Check-out: 11 am

Drinks, extras, etc. must be paid directly on site, at the latest the evening before your departure.

8. Presenting booking confirmation

You must present the written booking confirmation upon your arrival.

9. Late arrival/early departure

9.1 Late arrival or failure to arrive

Alp Nagens can only be reached via Arena Express or shuttle bus (Postbus) If you miss the last departure to Alp Nagens, you do not have any right to reimbursement of the booking fees. In addition, no reimbursement can be granted if you are unable to get to the site for other reasons or fail to appear for your booking.

9.2 Early departure

Early departure does not give you the right to reimbursement. The total amount for the entire duration of your reserved stay must be paid when booking online.



10. Discounts

TCS members receive a 10% discount. No other discounts will be granted. TCS members must enter the discount code TCS2024 during the online booking process. The TCS Membership card (also available in the TCS app), must be shown unmasked upon arrival.

Without proof of TCS membership, staff on site have the right to charge visitors the price difference (between the cost for TCS members and the regular price). Retroactive proof of membership and therefore the right to the discount will not be considered valid.

Taxes, such as a visitor's tax or similar, which are collected by the state, the canton and/or the municipality, cannot be discounted.

12. Group bookings

Groups (five tents and above) cannot book via the online booking system. Booking requests for groups must be sent directly via email to events@laax.com. Special cancellation conditions apply for groups. This information will be sent to you by email before your booking is confirmed. Groups of children (under 18 years of age) must always be accompanied by at least one adult.

13. Cancellation

Cancellation of your booking must be sent in writing via email to Weisse Arena Hospitality AG, . Your cancellation costs will be calculated based on the date on which your written cancellation was received.

The booking can be cancelled in exchange for a cancellation fee of CHF 200 up to 29 days before your planned arrival date. If the total cost of your booking is less than CHF 200, the cancellation fee will be equal to the total cost. If there are 28 days or fewer before your planned arrival date, your booking can no longer be cancelled and you will owe the total cost of the booking as paid during the online booking process.

We recommend taking out cancellation insurance (e.g. TCS ETI travel insurance).

Cancellation by the provider (Weisse Arena Hospitality AG)

Force Majeure:

If unforeseen conditions make a stay in the Alps impossible, or represent too great a risk, Weisse Arena reserves the right to cancel reservations at short notice and/or to evacuate

guests from the site. Weisse Arena AG will, if possible, offer you alternative accommodation (hotel/holiday apartment) in the valley under the same conditions. If the guest does not accept the alternative accommodation and decides to cancel the booking, there is no right to reimbursement or postponement of travel at no charge. The guest will receive information from the Weisse Arena team on site.

The provider can also cancel the contract under the following conditions:

- If the room/tents or other accommodation that has been booked or used under misleading or false information, e.g. regarding the guest's identity or the purpose of the stay
- If there is reasonable cause to suspect that the use of the agreed upon services may affect smooth business operations, the safety of other hotel guests or the reputation of the hotel

14. House pets

Pets are not allowed at the Pop-Up Glamping Village.

15. Campsite regulations

To ensure that all guests can enjoy their stay at the campsite, there are campsite regulations that include the most important rules for your stay. These regulations apply to all guests and are an integral and binding part of this agreement. The regulations can be viewed at the reception at the TCS Pop-Up Glamping Village. In the event of serious violations of these regulations, Weisse Arena Hospitality AG has the right to cancel your contract without reimbursement of fees. The unused rental fee is considered a blanket claim for damages; we reserve the right to assert a claim for further damages.

Please note specifically that it is forbidden to enter the area around the reservoir or to swim in the reservoir. Parents are responsible for their children. Any and all liability is excluded.

16. Implementation

The Pop-Up Glamping Village by TCS Camping is offered in cooperation with the Weisse Arena Gruppe and the municipal authorities in Laax. The Weisse Arena Gruppe is the customer's contractual partner and is responsible, in particular, for the booking process, organisation on site and running the village and catering on site.



The contract regarding booking a rental property at TCS Pop-Up Glamping is concluded with the Weisse Arena Hospitality AG.

17. Liability

Weisse Arena Hospitality AG and their partners (Weisse Arena Gruppe, Gemeinde Laax, TCS and TCS Training & Freizeit AG) exclude "provided legally permissible" any and all liability.

18. Data protection

Please note that the Weisse Arena Gruppe will use your personal data and any data collected during your booking in order to provide the services as stated in the contract. The Weisse Arena and TCS also use your data to develop new products and services, as well as to refer you to similar offers (for marketing purposes). In this context, the data may also be transferred to third parties who process it on behalf of the Weisse Arena Gruppe or TCS and are required to maintain strict confidentiality.

You can refuse the use of your data for marketing purposes at any time. For more information on how your data is handled, please refer to the data protection policies of both Weisse Arena AG ([Privacy Policy_EN.pdf](#)) and TCS (<http://www.tcs.ch/datenschutz>"www.tcs.ch/daten-schutz).

19. Place of jurisdiction

In the event of legal disputes, the place of jurisdiction is Zurich, subject to mandatory legal regulations, such as that regarding the special place of jurisdiction at the consumer's place of residence.

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