



**General terms and conditions for TCS Camping
TCS Training & Freizeit AG
Valid for the TCS Pop-Up Glamping Village
on Alp Nagens above Laax**

Thank you for your interest in staying at the TCS Pop-Up Glamping Village on Alp Nagens, Laax. Your booking is subject to the following general terms and conditions of TCS Training & Freizeit AG, a wholly owned subsidiary of the Touring Club Switzerland (TCS). By reserving a pop-up glamping rental accommodation, you agree to these general terms and conditions.

1. Bookings

Rental accommodation at the TCS Pop-Up Glamping Village in Laax may be reserved online only, using the booking system of TCS Training & Freizeit AG. This does not apply to group bookings, which are covered by special terms and conditions (see point 13 below).

2. Conclusion of the rental agreement

Your booking is binding on you. The contract for the rental accommodation is concluded once you receive written confirmation of the booking from TCS Training & Freizeit AG (contractual partner).

3. Payment

Bookings at the TCS Pop-Up Glamping Village in Laax must be paid in full by credit card when the accommodation is reserved online (beverages, extras, etc. are not included in the package price).

4. Booking fee

There is no booking fee.

5. Choice of rental accommodation

Requests for specific rental accommodation (e.g. location) are met whenever possible. We nevertheless reserve the right to change a rental accommodation number at any time and to assign an equivalent replacement. A change of place does not entitle the guest to a price reduction or refund.

6. Off / high season

Off season: from 25 June to 2 July 2021 and from 23 August to 12 September 2021

High season: from 3 July to 22 August 2021

7. Length of stay

Off season:

Friday – Sunday: 2 nights

Tuesday – Wednesday: 1 night
(possibility to extend for 1–2 nights)

Wednesday – Thursday: 1 night
(possibility to extend for 1 night)

Thursday – Friday: 1 night
(no extensions possible)

High season:

Friday – Sunday: 2 nights

Sunday – Tuesday: 2 nights

Tuesday – Wednesday: 1 night

Wednesday – Friday: 2 nights

Sunday – Tuesday: only on request during the off season

8. Arrival / Departure – Final invoice

Check-in: 3 p.m.

Check-out: 11 a.m.

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

9. Presentation of booking confirmation

The written booking confirmation must be presented on arrival.

10. Late arrival / early departure

10.1 Late arrival or no-show

Alp Nagens can be reached only by Swiss Postbus. You are not entitled to a refund of the amount paid if you miss the last bus to Alp Nagens, nor may you claim a refund if you are unable to arrive for any other reason or in the event of a no-show.

10.2 Early departure

In the event of an early departure, the total amount of the booking is owed.

11. Discounts and reductions

TCS members are entitled to a 10% discount. No other discounts or reductions are granted. When booking online, enter the discount code TCS001. The TCS membership card (also available on the TCS app) must be presented on arrival without being asked.

Without proof of TCS membership, the site officials are authorized to invoice the difference between the discounted and the normal rate. It is not possible subsequently to present proof of discount entitlement.

12. Taxes

No discounts apply to the taxes, such as visitor's tax, levied by the state, the canton and/or the municipality. These are always charged separately from the price of the stay.

13. Group bookings

Groups (5 or more tents) cannot book online. Requests for group bookings should be sent directly, preferably in writing by email or letter, to glamping@tcs.ch or to TCS Training & Freizeit AG, Kundenzentrum Camping, Längackerstrasse 1, 4552 Derendingen. Group bookings are subject to special cancellation conditions, of which you will be informed before your booking is confirmed. Groups of young people (under 18 years of age) must always be accompanied by adults.

14. Cancellations

Booking cancellations must be sent to TCS Training & Freizeit AG in writing (by email to glamping@tcs.ch or by letter to the address indicated under point 13 above). The cancellation fee is calculated based on the date of receipt of your written notification.

Cancelled bookings are subject to the following cancellation fees:

- Up to 29 days before the arrival date:

CHF 200 (if this is more than the cost of the booking, the total amount of the booking is owed)

- From 28 days before the arrival date:

100% of the total amount

We recommend that you take out cancellation insurance (e.g. TCS ETI cancellation insurance).

15. Pets

No pets are allowed in the Pop-Up Glamping Village.

16. Campsite rules

In order to ensure that all campsite guests have a pleasant stay, the Campsite Regulations listing the most important rules that apply to all guests are posted at the TCS Pop-Up Glamping Village reception. In the event of serious violations, TCS Training & Freizeit AG is entitled to terminate the contract without refunding the rent. The unused rent is considered as lump-sum compensation; the right to claim further damages is reserved.

17. Management

The TCS Camping Pop-Up Glamping Village is managed together with the Weisse Arena Gruppe and the authorities of Laax. The Weisse Arena Gruppe is specifically responsible for local organization, the Village's operation and the on-site food service.

18. Liability

We expressly point out that entering the area around the water reservoir and swimming in this small lake is prohibited. Parents are responsible for their children. TCS Training & Freizeit AG excludes any liability in case of accidents, etc.

19. Data protection

In booking, you authorize TCS Training & Freizeit AG and the TCS to process your personal data in order to provide the services contracted, develop new products and services, and for marketing purposes. In this context, the data may also be shared with third parties that process them on our behalf and that are bound by strict confidentiality. You may object at any time to the use of the data for marketing purposes without this affecting your contract.

To do this, to find out which of your data we are processing, to ask for corrections to any data that are incorrect despite our efforts and regular updates, and to delete such data, contact dataprotection@tcs.ch by email.

20. Place of jurisdiction

The place of jurisdiction for all legal disputes is Zurich, subject to mandatory statutory regulations such as the special place of jurisdiction at the consumer's place of residence.

21. Validity

These terms and conditions enter into force on 12 February 2021.

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