

GENERAL TERMS AND CONDITIONS OF SALE

Booking

Bookings must be made via our website (www.camping-lelanderon.ch)

Confirmation

Once we have received the deposit (30%), your booking request will be confirmed by email

Special requests regarding pitch allocation

Special requests regarding pitch allocation will be accommodated where possible. However, the campsite management reserves the right to change a pitch number at any time and to allocate an equivalent pitch. Any change of pitch does not entitle the guest to a price reduction or a refund.

Early departure

In the event of early departure, no refund will be given for any unused days.

Payment

Once the deposit (30%) has been paid at the time of booking, the balance of the total cost of your stay is payable on arrival at check-in.

Payment for any extras added during your stay (car, children's tents, etc.) is due on the day of departure. We accept payment by credit card, debit card or cash.

Cancellations (Pitches and Accommodation)

All cancellations must be notified by email. Cancellation by telephone is permitted provided it is followed up by an email from the customer.

Cancellation insurance

We strongly advise you to take out private cancellation insurance to cover your costs in the event of cancellation (due to illness, accident or death).

(The campsite does not provide cancellation insurance)

Campsite rules

The campsite rules are available via a link on our website or on request at reception.

Complaints

Any complaints regarding non-compliance with services or for any other reason must be submitted in writing to the following address:

Camping des Pêches, PO Box 164, 2525 Le Landeron, CH.

Le Landeron, January 2026