



General terms and conditions for camping Paradis-Plage in Colombier and data protection

Thank you for your interest in staying at one of our campsites. The general terms and conditions issued by FP gestion et services Sàrl apply to your reservation. By booking rental accommodation or a pitch, the tenant accepts these General Terms and Conditions.

1. Booking

To book your stay on a camping pitch, you can submit your request via the internet only. Your request will be processed within two working days, and you will receive a reply directly from the campsite management. Please note that some rates are not available for advance bookings.

Your online booking is only definitive once availability has been confirmed.

If you book a pitch or rental accommodation online, the full amount is due immediately. Your credit card will be debited when the reservation is accepted.

Pitches are guaranteed until 6 p.m. on the day of arrival. The pitch must be vacated by 10am on the day of departure. If you do not arrive within 24 hours of the scheduled arrival date, the reservation will be considered cancelled. In this case, any amounts already paid will not be refunded.

2. Reservations made by young people

Anyone under the age of 18 is not permitted to camp unless accompanied by their parents, legal guardian or an adult.

3. Special request for a pitch

A special request for a pitch will be respected as far as 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 will not entitle you to a price reduction or refund.

4. Early departure

In the event of early departure, the full amount for the total duration of the stay booked is due.

5. Cancellation

Cancellation of your booking must be received by the campsite in writing (by e-mail or post). For the purposes of calculating cancellation charges, the day on which the campsite receives your written cancellation will be decisive. In the event of cancellation, the following charges will apply. Up to 30 days before the arrival date: CHF 200 (if the total amount is less, the total amount is due). 29 days or more before the arrival date: 100% of the total amount.

6. Campsite rules

To make your stay as pleasant as possible, we have drawn up a set of campsite rules setting out the most important rules to be observed. These rules are valid for all customers and can be consulted on the Internet or at reception.

7. Data protection

By making a reservation, you authorise FP gestion et services Sàrl to store and use your personal data in connection with the services offered (administrative processing, statistical analysis, marketing, development of new products or services),

marketing, development of new products or services). When you provide us with the basic data of your family members, we assume that you have duly informed them of this.

FP gestion et services Sàrl collects, stores and processes your data insofar as this is necessary for the conclusion of the contract, the management of the customer relationship, the verification of the obligation to provide cover, the provision of contractual services, the processing of claims, the fight against fraud, invoicing and responding to questions and concerns.

Data is kept for as long as is necessary to achieve the purposes set out above, to comply with legal time limits for the retention of documents and the prescription of claims or for any other justification provided for by law. As a general rule, your data is kept for 10 years, unless we are authorised to keep it for a longer period. The criteria for determining the retention period are, in particular, legal requirements (in particular art. 958f of the Swiss Code of Obligations) and the statute of limitations for claims.

You can contact us at any time by sending us an e-mail to find out what personal data we hold about you, or to correct data which, despite our efforts and regular updating, is incorrect, or to have such data deleted.

8. Place of jurisdiction

The place of jurisdiction for all disputes is the campsite.

9. Validity

Valid from 1 January 2025

FP gestion et services Sàrl, chemin de la Brena 12, 2013 Colombier