



CAMPING ★★★★★  
**MIRALAGO** TENERO  
*La perla del Lago Maggiore!*

## **Campsite rules**

### **Camping Miralago SA**

(as of April 2017)

Dear guests,

Ladies and Gentlemen,

Caravan Camping Miralago SA and its team would like to express their thanks for your interest in our campsite and wishes you a pleasant and relaxing stay.

#### **Campsite rules:**

Staying on our campsite includes acknowledging and accepting the following set of rules, as well as specific campsite provisions and official legislation. The site administration is allowed to take and enforce measures ensuring that quiet hours, campsite order and cleanliness in general are respected. It may also legally prosecute the perpetrators of damages and reserves the right to expel campers and guests not adhering to those rules. The following rules are unreservedly valid for any person, guest or visitor being present on the campsite. The rules are based on art. 20, par. 1 of the national law for camping and campsites, dating from the 26th of January 2004 (11.3.2.2) Since the same norms are applied by law enforcement, Camping Miralago SA cannot grant any exceptions to those norms.

#### **Rented camping pitches /plots, pathways:**

In adhering strictly to the delimitations of your rented pitch/plot, campsite roads and pathways must be kept free of obstacles at any time. If you park your vehicle/camper in the first row, you have to position it facing the lakefront either with the front or rear of the vehicle. To park the vehicle sideways is not allowed as a measure of respect for guests in rear rows, so as not to obstruct their view on the lake. Additional cars and vehicles have to be parked outside on the general parking lot of the Miralago campsite.

#### **Guests:**

Any person is considered guest that makes use of the services of the Miralago campsite. Each and every guest has to register upon arrival at the reception desk.

#### **Visitors:**

Visitors are persons, who are present on a camping pitch/plot and are not included in the rental document. The person responsible for renting the plot has to inform the reception of any visitors at the time of their arrival at the campsite. The fees, including the tourist tax, the fees for parking and using the swimming pool and its facilities, have to be paid for according to the current price list. A day visit is a visit lasting from 8:00 in the morning till 9:30 in the evening.

**Persons entitled to stay on the rented pitch /plot, change of identities:**

The rented pitch/plot can only be used by the person having rented it, and accompanying persons and visitors who were registered upon arrival. Any person-related change concerning the rental has to be communicated immediately to the reception staff.

**Minors:**

Persons under the age of 18 may only visit our campsite being accompanied by an adult. The renter is responsible for the demeanour of the minor.

**Correctness of submitted data and information, control of the same:**

The renter confirms the correctness of the information submitted to the Camping Miralago, especially concerning personal data and those pertaining to third parties. The management will check in regular intervals if the submitted data correspond to real circumstances. Remember that submitted personal data may be checked by law enforcement officers at any time, according to the law on camping and campsites dating from the 26th of January 2004 (11.3.2.2).

**Quiet hours during noontime:**

Please avoid making unnecessary noise from noon (12:00 a.m.) to 2:00 p.m., as that period is considered a time of rest in Switzerland. The same goes for persons visiting the campsite.

**Quiet hours during night-time:**

Starting from 10 p.m. (low season), or from 11 p.m. (high season) until 8:00 in the morning, a night quiet is in force on the campsite as well as on the beach. The main entrance is closed during this period, and it is strictly forbidden to drive vehicles or motorbikes. In case guests return from daytrips or visits later than the indicated time, they are requested to park their vehicles on the parking lot adjoining the Miralago campsite. The volume of music or speech played on mobile and other devices must not be a nuisance to others close by. In case of events held for the benefit of many guests, the management may exceptionally decide to postpone the beginning of the quiet hours.

**Fireworks:**

It is strictly forbidden to launch or ignite fireworks on the premises due to respect for our four-legged friends.

**Air condition, fans, mobile generators:**

The use of any such appliances producing noises that may potentially annoy others is prohibited.

**Gas-powered equipment in vehicles or caravans brought onto the campsite, or located on plots rented on a yearly basis:**

The mandatory official technical examination of gas-powered equipment is required for all caravans and campers (renewal every five years). You must be able to prove the same by exhibiting the official sticker that has to be placed in a clearly visible spot on the vehicle or the caravan (this will be controlled by our security staff).

**Security:**

During the high season or at times with many guests, the campsite is guarded by a private security company. You have to follow the recommendations and directions handed out by their staff. In case of an emergency you can reach security at any time. (Take note of the telephone number shown at the reception desk)

**First-aid room and gate barrier:**

The emergency keys are located in the red box near the first-aid room and the barrier. In case of an emergency break the glass.

**National emergency phone numbers:**

Ambulance 144  
Fire brigade 118  
Police 117

**Motor vehicles and bicycles:**

You may only drive at walking speed on the campsite's premises. Cars must not be parked on empty pitches/plots. It is not permitted to wash cars on the premises. Parking on the campsite's own parking lot is permitted using the Miralago sticker. You have to place it on the vehicle's windshield in a visible manner. Cyclists are requested to drive respectfully. Riding your bicycle without lighting is not allowed once darkness has set in.

**Swimming Pool:**

The access to the pool area during the high season is only permitted when wearing a special bracelet that can be obtained at the reception desk. During the high season (months of July and August) the pool and beach area are under the supervision of a pool attendant/lifeguard. You have to follow his or her instructions. The use of the facilities is at your own risk. Miralago Camping declines any responsibility. In case of emergencies and/or serious disregard for orderly behaviour, hygiene and cleanliness, there is an obligation to report those instances to the management. We would kindly ask you to show respect for other persons using the same facilities.

**Playgrounds for children:**

The playgrounds are to be kept clean and tidy. Using them for your children is at your own risk.

**Children's games and playing activities:**

Playing with noisy motor-powered toy cars, radio-controlled miniature vehicles, ships and airborne devices like model aircraft or drones, is not permitted on our premises.

**Restaurant:**

The atmosphere inside our restaurant "Al Fienile" is meant to be as pleasant and comfortable as possible for all our guests. We therefore kindly ask you to dress decently.

**Green spaces:**

We ask you kindly not to damage green spaces, their trees, bushes and flower-beds. Tree-climbing or climbing buildings of any kind including fences is not permitted. We decline any responsibility for such activities.

**Dogs:**

Dogs are welcome, when kept on leash. There are poop bags available in several locations on the campsite's premises. We call on and trust your own sense of responsibility in that matter.

**Sanitary installations:**

Show respect towards and handle those installations with care. Please leave them in a way, as you yourself would like to find them. Kids under 6 years of age have to be accompanied by an adult.

**Installations and sewage:**

Sanitary installations must be used in accordance to what they were designed for. Waste water must only be drained into the appropriate containment vessels (sinks) located at the sanitary installations and must in no case be sprinkled onto the terrain or drained into the road gutters reserved for surface water.

Each plot is equipped with a water tap and an electrical power outlet. Please use as little electricity as possible. There is only one power outlet per plot (drawing power from another outlet will be sanctioned and charged). Washing machines and dryers can be used between 7:30 a.m. and 7:30 p.m.

**Camperstation:**

There is a "Camperstation" facility on the campsite for the purpose of emptying portable chemical toilets in the correct manner. (You may only dispose of the waste, if the appropriate chemical agents have been used for its treatment.)

**Disposing of waste:**

Garbage and food waste must be disposed of into the appropriate separate containers (please respect the quiet hours!) Bulk waste as well as special waste (electronic or chemical waste) must be carried by our guests at their expense to an official disposal point. (We can advise you on where to find one). Keeping your waste profile low is the best way to reduce garbage!

**Cleanliness and orderliness:**

Help keeping sanitary installations like toilets clean, and make sure that premises remain tidy.

**Responsibility and liability for damages:**

The renters will be held responsible for damages caused by them or by minors accompanying them. Any liability for damaging third party property lies with the person having caused it. The administration also declines any liability for accidents, theft etc.

**Acknowledgement of campsite rules:**

The guest confirms by means of his/her signature on the registration form to have taken notice of, read and understood those campsite rules, and to be aware of the fact, that disregard for the same may lead to having the guest expelled from the campsite.

**Court of jurisdiction / applicable law:**

The court of jurisdiction is Locarno. Swiss law is applicable.

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