

General Information

Here you will find everything you need to know (from A to Z) about your stay.

+41 31 508 14 07

Self-Check-in / Self-Check-out Helpline

A

Access to Restrooms

The access code for the restrooms is: **1422**

Access to Self-Check-in / Self-Check-out

Access to self-check-in or self-check-out is possible with a debit or credit card. No charges will be incurred and no registration is required—the card is used exclusively for access to the building

Please follow the signs to the check-in counter.

You will also find a detailed map inside the self-service check-in building.

Arrival

On the day of arrival, your campsite is ready for occupancy **from 12:00 p.m.**

ATM

Raiffeisen ATM, Freiburgstrasse 111, 3174 Thörishaus

Postomat Neuenegg, Oeleweg 2, 3176 Neuenegg

B

Bakery

Dorfbeck Neuenegg, Oeleweg 2, 3176 Neuenegg

Phone +41 31 744 15 48 www.dorfbeck.be

Breakfast

At Restaurant LeClou, located at Gartenstrasse 20 in 3176 Neuenegg, you'll find daily changing 3-course lunch menus

Hours:

Monday through Sunday 9:00 a.m. – 6:30 p.m.

Friday and Saturday until 10:00 PM

Website: Restaurant LeClou

C

Check-in / Check-out

Self-check-in: from 12:00 PM

Access to self-check-in / self-check-out is possible with a debit or credit card. No charges will be applied and no registration is required—the card is used exclusively for access to the building.

At check-in, a receipt will be issued with your parking space number and the dates of your stay.

Please place this in a clearly visible spot behind your vehicle's windshield. Otherwise, a parking ticket will be issued during an inspection.

Self-check-out: **by 11:00 a.m.**

The parking space must be left in a neat and clean condition.

Credit Cards

We accept: Visa, Eurocard, American Express, Maestro, Postcard, and TWINT.

Church Service

Roman Catholic Church, Wünnewil-Flamatt: <https://pfarrei-wuefla.ch/>

Reformed Church Neuenegg: www.neuenegg.org/gottesdienste

D

Departure

On the day of departure, your campsite is available **until 11:00 a.m.**

Dinner

At the Sense Au restaurant on the campground, we treat you to seasonal and regional specialties every day.

Hours:

Wednesday–Saturday from 11:30 AM to 10:00 PM

Sunday 11:30 AM–9:00 PM

Closed Monday and Tuesday

At Restaurant Le Clou, located at Gartenstrasse 20 in 3176 Neuenegg, you'll find seasonal and regional cuisine.

Hours:

Monday through Sunday 9:00 AM – 6:30 PM

Friday and Saturday until 10:00 PM

Website: [Restaurant LeClou](#)

Waste / Disposal

Please help protect our environment by properly sorting your waste.

- Dispose of PET, glass, and aluminum in the recycling containers on the premises
- Place household waste in bags in the designated "Abfallcontainer für Touristenplätze"

Drugstore and Pharmacy

Neue Apotheke Flamatt, Bernstrasse 36, 3175 Wünnewil-Flamatt

Phone +41 31 741 10 44

TopPharm Schloss Apotheke Laupen AG in Neuenegg

Phone +41 31 740 15 50 www.toppharm.ch/schloss-neuenegg

DROPA Drugstore Flamatt, Bernstrasse 12, 3175 Flamatt

Phone +41 31 741 03 72 dropa.ch/standorte/dropa-drogerie-flamatt

Dogs / Pets

Well-behaved dogs and pets are welcome, provided they do not disturb other guests.

Fee: CHF 4.00 per night

Dogs must be kept on a leash throughout the entire premises.

E

Electricity

In Switzerland, Type J and Type C plugs and outlets are used.

The mains voltage is 230 V at a frequency of 50 Hz.

The charging station is equipped with a CEE outlet (16 A, 3-pin, IP44).



Setup:

1. Plug the cord securely into the CEE outlet.
2. Make sure the cord is undamaged.

In case of a power outage:

- First, check that the circuit breaker is turned on.
- The toggle switch must be set to the right.



Electric Vehicles

Charging electric vehicles is prohibited. They can be charged at the nearby gas station.

Electrical Appliances

In Switzerland, Type J and C plugs and sockets are used.

Mains voltage: 230 V / 50 Hz

Emergency Medical Service

Emergency hotline: 24/7 at 144

Inselspital University Hospital Bern, Freiburgstrasse 20, 3010 Bern
Phone +41 31 632 21 11 www.insel.ch

F

Fire / Fire Extinguisher / Emergency Exit Plan

Fire Department
Phone 118

G

Gas Stations

G and O Gas Station
Self 24h
Freiburgstrasse 31, 3174 Thörishaus

AGROLA TopShop
Freiburgstrasse 894, 3174 Köniz

Migrolino Shop
Bernstrasse 50, 3175 Wünnewil-Flamatt

H

Hair Salon

Coiffeur Patrizia, Gartenstrasse 22, 3176 Neuenegg
Phone +41 31 741 45 49

Haarscharf Hair Salon, Sensemattstrasse 21, 3174 Thörishaus
Phone +41 31 882 02 22 coiffure-haarscharf.ch

Helpline Self-Check-in / Self-Check-out

If you need help or something isn't working, please contact the helpline.
Phone +41 31 508 14 07

Hiking

Information on hiking trails and excursion tips is available at the tourism office.

Hospital

Inselspital University Hospital Bern, Freiburgstrasse 20, 3010 Bern

Phone +41 31 632 21 11 www.insel.ch

L

Laundry

Our laundry room is equipped with a washing machine and dryer. Payment is conveniently made by credit card.

Costs: CHF 3.00 per wash cycle and CHF 3.00 per dryer cycle.

Lunch

At the Sense Au restaurant on the campground, we treat you daily to seasonal and regional specialties.

Hours:

Wednesday–Saturday from 11:30 a.m. to 10:00 p.m.

Sunday 11:30 a.m. – 9:00 p.m.

Closed Monday and Tuesday

At Restaurant Le Clou, located at Gartenstrasse 20 in 3176 Neuenegg, you'll find daily changing 3-course lunch menus

Hours:

Monday through Sunday 9:00 a.m. – 6:30 p.m.

Friday and Saturday until 10:00 PM

Website: [Restaurant LeClou](http://RestaurantLeClou)

M

Mailbox

Prepaid mail can be posted in the mailbox next to the restaurant.

Emergency Medical Service

Emergency hotline: 24/7 at

Phone 144

Inselspital University Hospital Bern, Freiburgstrasse 20, 3010 Bern

Phone +41 31 632 21 11 www.insel.ch



Order / Cleanliness of the Campsite

The campsite must be kept tidy and clean and left in the same condition. All waste must be disposed of in the provided waste containers.



Parking

Parking costs CHF 5.00 per day.

Payment is made directly at the parking meter.

Pharmacy and Drugstore

Neue Apotheke Flamatt, Bernstrasse 36, 3175 Wünnewil-Flamatt

Phone +41 31 741 10 44

TopPharm Schloss Apotheke Laupen AG in Neuenegg

Phone +41 31 740 15 50 www.toppharm.ch/schloss-neuenegg

DROPA Drugstore Flamatt, Bernstrasse 12, 3175 Flamatt

Phone +41 31 741 03 72 dropa.ch/standorte/dropa-drogerie-flamatt

Dogs / Pets

Well-behaved dogs and pets are welcome, provided they do not disturb other guests.

Fee: CHF 4.00 per night

Dogs must be kept on a leash throughout the entire premises.

Playground

Use at your own risk. Parents are responsible for their children.

Police

The police emergency number is 117

Public Transportation

Nearest bus stop: Camping Thörishaus (No. 130).

Schedule: www.oev-info.ch

Q

Quiet Hours

Lunchtime quiet hours 12:00 PM – 1:00 PM

Nighttime quiet hours 10:00 PM – 7:00 AM

R

Restaurant

SenseAu – right on the campground

Phone +41 31 889 02 71

Hours:

Wednesday – Saturday from 11:30 AM to 10:00 PM

Sunday 11:30 AM – 9:00 PM

Closed Monday and Tuesday

Le Clou - Gartenstrasse 20, 3176 Neuenegg

Phone 031 742 24 24

Hours:

Monday through Sunday 9:00 AM – 6:30 PM

Friday and Saturday until 10:00 PM

Website: [Restaurant LeClou](#)

Restroom Facilities

Access code: **1422**

Please leave the restrooms clean. Children must be accompanied by adults.
Hot showers are available for a fee (1 CHF coins).

S

Shopping

Coop Supermarket Neuenegg, Dorfplatz 2, 3176 Neuenegg

Thörishaus Cheese Factory, Freiburgstrasse 967, 3174 Thörishaus

Denner, Sensemattstrasse 21, 3174 Thörishaus

No Smoking

Smoking is prohibited in all public areas.

T

Visitor's Tax

The municipality charges a lodging tax of CHF 1.00 per person per night. This is not included in the price.

Toilet

Access code: **1422**

Please leave the restrooms clean. Children must be accompanied by adults. Hot showers are available for a fee (1 CHF coins).

Public Transportation

Nearest bus stop: Camping Thörishaus (No. 130).

Schedule: www.oev-info.ch

Trash

Please help protect our environment: Sort your waste properly.

Dispose of PET, glass, and aluminum in the recycling bins on the premises
Place household trash in bags in the designated "Abfallcontainer für
Touristenplätze"

Taxi

Nova Taxi

Phone +41 31 331 33 13

Tourism Office

Tourism Region Laupen www.regionlaupen.ch

Tourism Region Bern WELCOME Bern

V

Visitors

Overnight stays for visitors to the tourist sites are subject to a fee. These can be booked additionally at the self-check-in.

Visitor's Tax

The municipality charges a lodging tax of CHF 1.00 per person per night. This is not included in the price.

W

Waste / Disposal

Please help protect our environment by properly sorting your waste.

- Dispose of PET, glass, and aluminum in the recycling containers on the premises
- Place household waste in bags in the designated "Abfallcontainer für Touristenplätze"

Drinking Water

Tap water in Switzerland is of very high quality and can be safely consumed.

Wi-Fi

Free Wi-Fi is available in the area around the restrooms and the restaurant.

Wi-Fi Name: CPT-Gast

Password: 4Gast@Thoerishaus