



## frequentlyaskedquestions

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## **pioneeringandpoles**

### **Q: How many pioneering poles are available?**

We have a limited amount of pioneering poles in different length. So we can offer each group approximately 15 poles for pioneering.

### **Q: How long are the pioneering poles?**

We have pioneering poles of various different sizes from 1m to about 5m.

### **Q: Can we cut the pioneering poles?**

Pioneering poles can't be modified or cut in anyway.

### **Q: Where can I get pioneering poles?**

Go to the Campsite Office during the opening hours and a Pinkie will help you out.

### **Q: Do you have boards or something similar?**

No, we do not have boards. We only have poles.

### **Q: Do you offer rope or other pioneering material?**

We do not offer any kind of ropes or material for pioneering. Please bring your own ropes.

### **Q: Where can I get rope?**

You can buy ropes in smaller amounts in the village.

### **Q: How much does it cost to use the pioneering poles?**

Pioneering poles are free to borrow. But if you damage them it costs 20CHF per pole.

## **electricity**

### **Q: Is there electricity on the Campsite?**

There is no electricity on the campsites themselves. There are lockers next to the Campsite Office where electricity is available.

### **Q: Where can I charge my mobile, laptop, etc?**

You can charge your mobile in the Lockers next to the campsite office.

## vehicles

### **Q: Can I drive on the Campsite to unload my car?**

No vehicles are allowed on the Campsite but we do have hand operated post carts to help you transport your equipment to your Campsite. Only in special circumstances can cars be allowed onto the Campsite by the Manager.

### **Q: Where can I park?**

All cars need to be parked at the Campsite car park or on the Overflow car park. Coaches have to park at the Chalet coach park.

### **Q: Where can I refill my car?**

The closest petrol station is 12 km down the valley in Frutigen.

## gasbottles

### **Q: What gas do you have?**

Propane gas and Butane (Camping Gas) gas.

### **Q: How much is it for gas?**

Propane is 6CHF per kilo and Butane is 16CHF per kilo.

### **Q: How do we get charged for the gas we used?**

The gas bottle gets weighed before given out and after you return the bottle it gets weighed again. The difference is what you have used.

### **Q: What regulators do I need?**

Most European regulators adapt to the Swiss system.

You need a regulator with a **21.8mm x 1/14"** left thread.

### **Q: Do you have regulators?**

Yes, we do have a certain amount of gas regulators available for propane and butane bottles. You can borrow them with a 20CHF deposit.

### **Q: What happens if I lose or break a regulator?**

You have to pay 20CHF if it is damaged or lost.

### **Q: Where can I get a gas bottle or a regulator?**

Go to the Campsite Office during opening hours and a Pinkie will help you out.

## locationofcampsites

### **Q: Can we choose our Campsite?**

No. You can tell us your preference but there is no guarantee that you will get this site. Your site might even change on your arrival day due to weather and other conditions.

### **Q: How big are your sites?**

Our sites have different sizes. We measure them in the amount of people they can fit, we do not have an exact information about how many square meters they have. We have Campsites for 15 up to 80 people. Of course it always depends how much equipment and tents you bring with you.

### **Q: Do we have to share a Campsite?**

We always try to give each group their own site, but during our high season it might happen that you have to share a Campsite with another group.

### **Q: Can we change our Campsite?**

If the Campsite really doesn't fit your needs and there is space left there might be a possibility to move to another site.

**But during the high season from July to August it is not possible to change sites due to the amount of guests we have.**

### **Q: How is the ground?**

As we are in the Alps, the ground is very rocky!

### **Q: What kind of pegs do you recommend?**

Due to the rocky ground it is the best to bring solid iron pegs.

## facilities

### **Q: Where are the toilets?**

Altogether we have during summer 4 toilet blocks all over the Campsite, 3 of them with showers with hot and cold water. There is also a separate shower facility at the back of the Kanderlodge which always has hot water.

### **Q: Are there separate toilets/showers for male and female?**

Yes, there are separate toilets/showers for male and female.

### **Q: Are there separate toilets/showers for leaders and children?**

No, there are only separate toilets for male and female.

**Q: Are there disabled showers and toilets?**

Yes, there are disabled facilities.

**Q: How often do you clean the toilets?**

We clean all toilet blocks at least once a day.

**Q: Where can I get drinking water?**

All water out of fountains or water taps is drinking water. All over the campsite there are blue water taps for drinking water and you can also get drinking water in the toilet blocks.

**Q: Where can I wash my pots, pans, etc.?**

At the toilet blocks you find outside sinks for cleaning your dishes. Please avoid food waste in the sinks.

**Q: Where can I wash my clothes?**

For our campers we have a big Guest Laundry in the Kanderlodge. There are 2 tumble dryers and 2 washing machines. Washing powder is free, but you have to pay for the usage of the machines (aprox. 4CHF for a load of washing).

**Q: Where can I dry my clothes?**

You can dry your clothes or sleeping bags on the Guest Laundry in the Kanderlodge or in the Drying room in the Campsite behind the Uncle Sam's shelter. All drying rooms are equipped with a dehumidifier.

**Q: Do you have fridges available?**

We have in total 2 fridge rooms, each of them equipped with fridges and freezers. Please label your food with group name and dates of stay!

**Q: Are there any shelters on the campsite?**

Yes, we do have several shelters and big tents available for everyone.

These common areas are for everybody to use and meant to be a place for meeting and sharing campfires, activities and friendship. Not for exclusive use.

**Q: Where can we do activities?**

We have a sports field and a beach volleyball court. They are open for everybody. You can also use unoccupied campsites as long as they are not closed.

**Q: Where can we get souvenirs?**

At the Main Chalet we have a shop which has several KISC/Scout souvenirs, some sweets and soft drinks.

## **food**

**Q: Can we cook for ourselves?**

Yes, you can cook for yourself.

**Q: Can we book Catering?**

Yes, we have a Catering team and you can book meals, packed meals and food packages. Please check with Reception for more details.

**Q: Can we book a guest kitchen?**

No, you can't book a guest kitchen. Guest Kitchens are only for groups staying indoors because they cannot cook in their rooms.

**Q: Can we rent cooking equipment?**

Yes, you can book Cooking Sets. A set is 6CHF per day. A Cooking Set is for about 20 people. You need to clean it before returning it.

**Q: What is in a cooking set?**

- 1 Gas stove with 1 gas regulator
- 2 Colanders
- 2 Mixing / serving plastic bowls
- 1 Washing up bowl
- 1 Cooking pot 12 litres with 1 lid
- 1 Cooking pot 8 litres with 1 lid
- 2 Cooking pots 6 litre with 2 lids
- 1 Big plastic chopping board
- 1 Small plastic chopping board
- 2 Jugs 2 litres
- 1 Fish slice
- 2 Serving spoons
- 2 Slotted spoons
- 2 Ladles
- 2 Cooking spoons

- 1 Potato peeler
- 3 Kitchen knives
- 1 Bucket 10 litres
- 1 Plastic tray
- 1 Frying pan 30cm
- 2 Food boxes 1litre with 2 lids
- 2 Food boxes 2,3 litres with 2 lids
- 1 Water jerry can 5 litres with nozzle
- 1 Brush for washing dishes

Note: It does not include any cutlery or dishes!

**Q: Is the gas included in the price of a cooking set?**

No, the gas is not included in the daily rent for a cooking set.

**Q: Where can we get food?**

The basic food supplies such as bread, milk, cheese, etc, can be ordered through our Catering department. Contact Reception for more information.

There are 2 smaller supermarkets and bakeries in Kandersteg itself. These shops are not too big. Bigger supermarkets are in Frutigen (15km down the Valley) and in Spiez (28km down the Valley).

## firewood

**Q: How much does it cost to get firewood?**

It costs 6CHF for a half barrel of firewood.

**Q: Where can I get firewood?**

Go to the Campsite Office and buy a token for firewood. Use your wood token to pick up your wood at the wood compound in the campsite during opening times.

**Q: Where can I make a fire?**

It is not allowed to make fires on the ground. You can make fires in fire barrels we provide, shelter fireplaces and marked camp fire circles.

**Q: Can we cook on fire?**

Yes you can cook on fire. We have metal grids to put the pots and pans above the fire. To grill you need to bring your own grills.

**Q: Where to put the ashes?**

At the Wood Compound there is a big bin for ashes. There are other smaller bins at the shelters and outside the Sauna in the campsite. These bins are just for ashes and the ashes need to cold!

**Q: Can we cut down trees to make our own fire wood?**

No, you aren't allowed to cut down any trees. Only the wood provided by the centre is meant for firewood.

**Q: Can we get any tools such as axes or saws from the Scout Centre?**

We have a few axes in the Campsite Office that we can lend but it is better if you bring your own equipment.

## **pets**

**Q: Can I bring my pet onto the campsite?**

Dogs are allowed on the campsite as long as they stay on their lead and don't bother other campers.

## **recyclingandrubbish**

**Q: Are we supposed to do any recycling?**

Yes. Kandersteg International Scout Centre is an environmental friendly centre. We recycle as much as possible so we ask all our guests to do the same. On site we have the same recycling as all over Switzerland.

**Q: Why do we recycle?**

Because it is better for the environment, because it's fun and because we are Scouts!

**Q: Where can I recycle?**

When you check-in the campsite you will be given a rubbish bag, a food waste bucket and a crate to collect recycling. You bring your recycling during opening times to the campsite recycling centre located in the Werkhof. There will be a Pinkie there to help.

## Q: What can be recycled?

 Aluminium cans

 Batteries

 Food waste

 Glass

 Metal

 Milk bottles

 PET- bottles

 PEHD bottles

 Plastic wrapping

 Cardboard

 Paper

 Styrofoam

Juice or milk cartons (also known as Tetra Pak) are **not** recyclable!

Anything in contact with **Oil** or **Meat** is **not** recyclable!

Crisp bags, Pringles boxes, Chocolate wrapping is **not** recyclable!

All other plastic wrapping is recyclable if it's **clean and dry!**

Look for **the triangular codes 1, 2 and 5** in all plastic materials, these numbers are recyclable! All the others are not!

## Q: What happens with the Rubbish and Recycling?

It is brought to the main recycling centre in the village by the Pinkies 2 times a week.

## tablesandbenches

### Q: What's included in 1 set?

1 set includes 1 table and 2 benches.

### Q: How many people can you fit at one set?

On 1 set you can fit up to 8-10 people.

### Q: How much is it for 1 set of tables and benches?

5CHF per day.

### Q: How many sets do you have?

About 80.

### Q: How early do we have to book tables and benches?

As early as possible. We rent our equipment on a first come first served basis. You need to have a confirmed booking to book equipment (signed booking form and paid booking fee).

### Q: Can we get more tables than we booked?

Yes, if there is availability.

**Q: Is it possible to get just benches or only tables?**

Yes, but you will get charged for the whole set. For 1 bench it will be 5CHF as well.

**Q: Where can I get these tables and benches?**

Go to the Campsite Office during the opening hours and a Pinkie will help you out.

## stoves

**Q: How many stoves do you have?**

We have 14 stoves to rent.

**Q: How big are your stoves?**

All our stoves have 2 rings and you can fit pots up to 25cm diameter on it.

**Q: How much is a stove?**

3CHF a day. If you break it here is a damage/loss fee of 100CHF.

**Q: Is the gas included in the price of a stove?**

No, the gas is not included in the daily rent of a stove. Gas is billed separately.

**Q: Do I have to clean the stove after I rented it?**

Yes, you do have to clean the stove.

**Q: How early do we have to book the stoves?**

As early as possible. We rent our equipment on a first come first served basis. You need to have a confirmed booking to book equipment (signed booking form and paid booking fee).

**Q: Where can I get a stove?**

Go to the Campsite Office during the opening hours and a Pinkie will help you out!

## tents

**Q: Where can I find information about your rental tents?**

Click [here](#).

On our homepage search "rental equipment".

Or click on 'Stay with Us', 'Accommodation', 'Campsite'.

**Q: How much is a tent?**

Sleeping tents cost 5CHF per person per night. A kitchen tent costs 20CHF per day. There is a damage/loss fee from 100CHF for sleeping tents and from 200CHF for the kitchen tents.

**Q: How early do we have to book the tents?**

As early as possible. We rent our equipment on a first come first served basis. You need to have a confirmed booking to book equipment (signed booking form and paid booking fee).

**Q: Can we choose our tents?**

You can tell us your favourite choice, but depending on the availability and to fulfil all the needs of everybody we will make the final distribution of our tents.

**Q: Are the tents new?**

All of are tents have different ages and they are not new. We control them and test them before and after summer. Some of the tents have been repaired from small damages are in good enough condition to be used. If you return the tent damaged or not clean you will be charge a fee according to the damage or dirt.

**Q: Can we get extra tents for storing etc.?**

You can book kitchen tents or dinning shelters which give you more space, but it is not possible to get more tent space than people in your group.

**Q: Do your tents have ground sheets?**

All our tents except the dinning shelters and the kitchen tents have a ground sheet.

**Q: Do we have to set up our tents ourselves?**

Yes you have to set up your tents yourself. If you find it difficult we can help you.

**Q: Do we have to put down the tents ourselves?**

Yes, but, before putting the tents down a Pinkie needs to check it to see if it's clean and not damaged. After this you can put the tent down according to the Pinkie's instructions.

**Q: Where can I get my tents?**

Go to the Campsite Office during the opening hours and a Pinkie will help you out.

## weatherandrain

### **Q: What is the average temperature in summer?**

Kandersteg is situated on 1200m so it can get really cold even in summer. Temperatures may vary from 5°C during the night and up to 30°C during the day. Please check weather forecast in advance for a detailed information.

### **Q: How often does it rain?**

Due to the location of Kandersteg it rains quite a lot. On a rainy day the temperature can drop really fast. On really hot days the possibility of a thunderstorm is very high. Normally around 17.00 and 20.00 o'clock.

### **Q: What equipment would you recommend?**

Please see programme equipment list [here](#).

### **Q: How are the campsites after heavy rainfall?**

Depending how big the groups and how long the rainfall. Most sites drain the rain well and others can get quite muddy.

### **Q: What are you doing to help out?**

We have a good amount of wooden walkways and pallets in the campsite we can give out to help guests with worse campsites.

### **Q: How many pallets can I get?**

Staff will decide how many pallets you will get according to the situation of your site.

### **Q: Is there any indoor accommodation available?**

No, but we have several covered areas on the Campsite. See information about shelters.

### **Q: Can we dig trenches?**

No, it is not allowed to dig trenches. Please use the wooden boards.

## alcoholandsmoking

### **Q: What are the rules at KISC?**

Our rules are according to the Swiss law.

Smoking: 16 years old

Beer and wine: 16 years old

Spirits: 18 years old

If you have your own rules in your groups it is fine as long as they stick to the Swiss law as well. Please respect your neighbours and accept that they may have different rules and stay on your own Campsite when drinking.

## deposits

### **Q: Are there deposits on campsite equipment?**

Yes. There are deposits for: locker keys, electrical adaptors, multi plugs, gas regulators, mallets, axes, footballs and ice packs.

All items have a 20CHF deposit which is returned once you bring the item back. You need to return all items before closing the bill.

If any of the items is damaged or lost we will keep the deposit and we will not return it.

## billingandbooking

### **Q: Can Campsite related expenditures be put on my bill?**

Everything from Campsite can be put on your bill from the Campsite Office as long as your bill is not closed. If your bill is already closed you would have to pay in cash.

### **Q: Can I pay directly in cash for firewood, gas, etc.?**

Yes you can pay campsite related items in cash in the Campsite Office.

### **Q: Can I change my booking in the Campsite Office?**

No, you have to go the main Reception.

### **Q: Can I pay my bill at the Campsite Office?**

No, you have to go the main Reception.

### **Q: Do you accept credit card on the Campsite Office?**

No, we only accept cash.

**Q: At what time can we arrive?**

Normally your Campsite should only be ready for you from 14:00. If you arrive earlier then you need to wait until 14:00. If the campsite is already free then we can check you in.

**Q: Until what time can we arrive?**

Somebody will be in the Campsite office from 08.15 – 12:00 and 14:15 to 18:00. Afterwards you will find a note at the main Reception detailing how to find your site.

**Q: Can I directly check in at the Campsite Office?**

No, for all the paper work you have to go to the main Reception in the Main Chalet. After all paperwork is done a staff member will give you a full check in. A Campsite Check-in always starts at the Chalet so you get to know all our facilities and specially the ones you can use.

**Q: What time must we check out by?**

You have to clear and leave your site before 11.00.

**Q: We are leaving in the afternoon, where can we store our equipment?**

We have some storage areas where we can store your equipment until you leave. We also have common areas and shelters where you can hang around until your departing time. Ask at the Campsite Office.

**Q: What do we have to do before we leave our site?**

Bring all equipment such as fire barrels, tables and benches, pioneering poles, etc., back to the place where you got them from.

Clean your site, pick up all the rubbish. Bring any rubbish/recycling to the recycling centre during opening times.

Make sure that you have taken all your groups possessions out of the drying room and fridge room.

Close your bill at the main Reception

Before you leave find a Campsite Staff member to check your site together with you.

Leave the Campsite better than you found it!