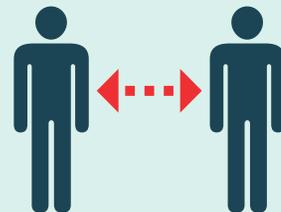


# COVID-19 PROTOCOL MEASURES

## Main points:



Practice good personal hygiene and wash your hands regularly.



Maintain at least 2 meters distance from others. Please, wear a mask whenever that is not possible.



Stop hand shakes and use noncontact greeting methods. Try to reduce physical contact with other people as much as you can.



Please, contact the administration of the campsite if you have any viral symptoms.

# RECEPTION OFFICE

## We are committed to:



Reduce the in-person formalities. Check-in online service. Prior to your arrival you will receive an email with instructions to fill in your details online and pay the remaining amount of your invoice, with a credit or debit card.



Establish a maximum capacity of 4 people inside the Reception Office, in order to maintain a 2 meters distance from others. Also, a protective glass screen will be installed at the counter.

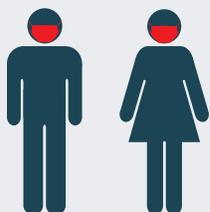


Provide alcohol-based hand sanitizer to both guests and staff.



The correct and constant disinfection of the reception area.

## We ask you to:



Always respect the maximum capacity of the facility and maintain a distance of at least 2 meters from others. In order to reduce queues and crowds inside and outside the office only one member of the family/group will be allowed inside.

# ACCOMMODATIONS

## We are committed to:

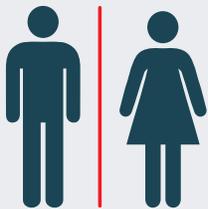


Follow a strict cleaning of our lodgings and accommodations before and after each stay, including an exhaustive sanitation of all surfaces, furniture, kitchen utensils, etc. We will be using sanitizers and virucides approved by the health authorities. You may consult the disinfection protocols at the Reception Office.

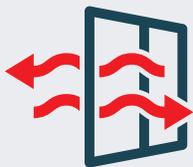


Guarantee a safer checkout by avoiding crowds in the reception office. To do so, a mailbox will be installed by the Reception Office. You will be able to put your key in it without getting off of your vehicle.

## We ask you to:



Use the bathroom in your accommodation. The sanitary buildings will be reserved to guests camping on pitches.



Ventilate your accommodation frequently by opening windows or adjusting air conditioning.



In order to maintain a safe distance, guests will need to wait outside the accommodation when a member of the maintenance team is required to access it.

# RESTAURANT

## We are committed to:



The correct and constant cleaning, sanitation and ventilation of the facility, including::

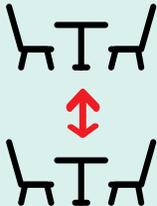
- All surfaces, door knobs, kitchen, storage rooms and supplies.
- Silverware, plates, glasses, etc.  
(these will be washed in a dishwasher at  $>80^{\circ}\text{C}$ )



Provide alcohol-based hand sanitizer at the entrance of the facility.



Use disposable tablecloths and serviettes. All self-service elements (salt shakers, ketchup bottles, oil cruets, etc.) will be replaced by one-dose envelopes.



Establish an adequate distance between tables and restricting the maximum capacity of the facility, which will be constantly monitored. All staff (waiters and cooks) will be equipped with the required protection materials and will have received specific training.

## We ask you to:



Please, wait to be seated in order to make sure your table and chairs have been disinfected.



Read our menu by QR code, both in the restaurant and for the takeaway service.



Use a credit/debit card or a contactless device to pay for your meal. It is recommended to reduce the use of cash as much as possible as it can be a source of infection.

# COMMON AREAS: GAMES ROOM, ANIMATION, ETC.

## We are committed to:



The correct and constant cleaning, sanitation and ventilation of the facilities, including: all surfaces, door knobs, fitness machines, materials, etc. All fitness machines and materials will be disinfected after each use.



Provide alcohol-based hand sanitizer at the entrance of every facility.



Restrict and monitor the maximum capacity of the facilities in order to maintain a safe distance between users.

## We ask you to:



It will be compulsory to wear a mask on the shuttle-train as it will not be possible to maintain a 2 meters



Wash your hands or disinfect them with hand sanitizer when entering these facilities where the materials are shared with other guests.

## We regret to inform you that:



The indoor playground and the sports area will remain closed as it can be a possible source of infection and spread of the virus.

# SANITARY BUILDINGS

## We are committed to:



Install hand sanitizer dispensers as well as paper towels, hand dryers and pedal bins in all toilet buildings.



The correct cleaning and sanitation of the toilet buildings:

- In fulfillment of that estipulated in Order SND/386/2020 of May 3rd, toilets and bathrooms will be cleaned at least 6 times a day.
- Toilet cabins will be cleaned and disinfected after each use.



Restrict the maximum capacity of the facility in order to maintain a 2 meters distance from others.

## We ask you to:



Only use the toilet buildings if you are camping on a pitch, in order to avoid queues and crowds and reduce the risk of infection.



Practice good personal hygiene and wash your hands regularly.



Use the provided products and materials and the facilities responsibly.

# ANIMATION

## We are committed to:



Offer activities and shows which allow us to monitor the maximum capacity of the area and make it easy to maintain a 2 meters distance from others.



Provide alcohol-based hand sanitizer at the beginning of every activity.



The correct and constant cleaning, sanitation and ventilation of the facilities and materials before and after every session.



Work hard to keep offering you a complete animation program despite the current circumstances.

## We ask you to:



Please, wait to be attended in the Miniclub.

# SWIMMING POOLS

## We are committed to:



The correct and constant cleaning and sanitation of the facilities. All sun-loungers will be disinfected after each use.



Provide alcohol-based hand sanitizer at the entrance of the facility.



Reduce and monitor the maximum capacity of the facility in order to ensure social distancing.

## We ask you to:



Always follow the specific rules and regulations for the swimming pool areas, as well as any advice coming from the lifeguards or the access staff.



Not to access the swimming pool area with floats, rubber rings, balls or toys of any kind.



Not to leave towels or any other unattended objects on sun-loungers.  
The Management authorizes our staff to remove them to encourage the rotation of guests.