

## COVID-19 PROTOCOL

The current COVID-19 situation has meant that protocols have to be put in place so that the re-opening of campsites doesn't increase the risk of infection within the community. It also means the implementation of protection measures, as much for those working in the sector, as for the users or guests of campsites.

For this reason, the Secretary of State for Tourism has agreed on a special coordinated health protocol with Spain's Autonomous communities in response to COVID-19. The Institute for the Quality of Spanish Tourism have been called on to draw up this protocol. They have developed the tools to help companies in the campsite sector to identify and analyse the inherent risks to campsites as well as to implement good practice in the areas of service, facilities and personnel to combat the virus.

The following document is a summary, notwithstanding current

legislation, of the guidelines and recommendations that apply to the campsite to minimize the risk of contagion from the SARS-Cov-2 virus.

The full version of the opening protocol (Contingency plan for COVID-19) can be consulted in Reception or on our website.

### COVID-19

You will surely know that COVID-19 is a disease produced by Coronavirus SARS-Cov-2, a virus first detected in December 2019. The most common symptoms displayed by the illness are : high temperature, dry cough and difficulty breathing. Other symptoms can include : fatigue, pain, runny nose, sore throat, headaches, diarrhoea and loss of sense of smell or taste.

## MEASURES TAKEN IN THE CAMPSITE TO AVOID CONTAGION

The campsite has come up with a protocol plan for its re-opening, based on risk assessment (Contingency plan for COVID-19) which lays out the actual measures that we have put in place to reduce the risk of contagion of COVID-19 on our premises as much for our guests as for the campsite personnel.

### CAMPSITE PERSONNEL

- The campsite is now equipped with the necessary resources , in accordance with the results of the risk assesment of the above mentioned Contingency plan, bearing in mind health authority recommendations (personal health and safety equipment, gloves, masks, dissinfectant gel...)
- The campsite has planned the jobs and work practices of all its employees to avoid the risk of contagion.
- The campsite constantly provides clear and understandable in-

formation to its personnel as well as specific and updated training in the measures to be implemented.

- The campsite has trained its personnel in the protocol to be applied when using the facilities on our premises, as well as the correct use and maintenance of the equipment they are using. (gloves, masks, etc)
- The campsite has drawn up protocol in the case of detection of infected individuals (employees or guests) or for people who have been in contact with them, following the " Procedure for action of workplace risk prevention in the case of exposure to SARS-Cov-19"



## CAMPSITE GUESTS

- Guests who book in advance will receive, before their arrival, the regulations and measures adopted by the campsite according to the Contingency plan put in place to minimize health and hygiene risks in the light of COVID-19. Acceptance of the associated conditions will be obligatory to guarantee the reservation. Guests who arrive at the campsite with no reservation will be given an information document about COVID-19 prevention, where the campsite's sanitary measures are summarized. Only on acceptance of the associated conditions will such guests be allowed to stay in the campsite.

### RECEPTION

- Guests should avoid, where at all possible, visiting the reception office. Telephone communication is recommended.
- The campsite will facilitate pre check-in, online payment and payment by credit card or other electronic means(preferably contactless).
- Guests that have to visit the reception area should follow these basic guidelines : If reception staff are busy, we ask you to wait your turn whilst respecting a social distance of 2 metres recommended by the WHO, and you will be attended to as soon as possible.
- Where at all possible, we ask you to make contactless card payments. In the case of a normal card, the employee will not handle the card at all. The card reader will be dissinfectated after each use.
- To ensure our guest's safety, we have removed from our reception desks all information pamphlets on our facilities, excursions and recommended visits. You can ask reception staff for them directly.

### FACILITIES AND SERVICES

At all our facilities and for all the campsite's services there will be graphic signs with the regulations and conditions for their correct use, in line with the contingency plan which you can consult at reception or on our website.

### PREVENTORY MEASURES THAT OUR GUESTS SHOULD TAKE TO AVOID CONTAGION

- Avoid greetings with physical contact, including shaking hands, with personnel as well as with other guests.
- Throw away any personal hygiene waste - especially paper

hankerchiefs - into the bins or containers immediately, NEVER onto the ground or outside the bins provided.

- Wash your hands frequently , especially after sneezing, coughing or touching potentially infected surfaces, as recommended by the WHO.
- Use the hand wash dispensers located at different points in the campsite.
- Keep social distancing to 2 metres and avoid gatherings.
- We recommend appropriate footwear for showering.
- In the bathroom blocks, for the use of toilets, wash basins, showers and urinals, you should wait your turn, respecting social distancing and not remaining in the building while you are waiting.

### RESPECT THE INFORMATION SIGNS.

- Respect and follow the the instructions on the informative posters and signs.

### USE OF THE POOL

The pool area can only be used for swimming. You are NOT allowed to lay your towel out ,sunbathe, eat, drink or use balls and inflatable lilos in or out of the water. This year the pool can only be used for swimming and cooling down. We ask for your cooperation, for the good of all the children as it will be your common sense that will be the key to good holidays for everyone. It's important to keep a distance of at least 1.5 metres between people in and out of the water. Lets use the pool responsibly and look after each other!

### ENTERTAINMENT - SPORTING FACILITIES - KIDS PLAY AREA

Children over the age of 6 must wear a face mask ( children under 6 must be accompanied by an adult at all times). Your fun is our objective....Looking after each other is a must for everyone!

### SHOWS

Children over the age of 6 must wear a face mask ( children under 6 must be accompanied by an adult at all times).

### VISITS

Visiting is not allowed. Only registered guests of the campsite will have access to the premises and their facilities.

