

COVID-19 PROTOCOL

Our priority is that our customers can enjoy their well-deserved vacation in a safe and relaxed way. For us, cleaning has always been very important, but we will further intensify the cleaning and disinfection processes to minimize any possible risks. All staff have received and will receive ongoing training to understand the risks and follow them marked protocols to minimize them. We will also have the appropriate protective equipment and necessary.

- It is very important to **respect the safety distance of 1.5 m.** to the whole enclosure between the different families and the use of a mask may be mandatory when it is not possible to maintain this distance.
- Installation of **protective screens** in the necessary work areas.
- **Hydroalcoholic gel** dispensers have been installed in different common areas to ensure the hand disinfection.
- It is very important **to wash your hands with soap and water** more often. Avoid touching your nose, mouth and eyes.
- In all our facilities you will find an **information sign** with the rules and conditions to be met required by each area to ensure the safety and protection of customers and staff.
- **The cleaning and disinfection** of the toilets and the rest of the common areas will be carried out more continuously.
- In some facilities **capacity will be restricted** and they will have to wait their turn outside. The staff will indicate the capacity allowed in each of them.
- In the Bar-Restaurant **the safety distance of 1.5 m between the tables** will be established. Our staff will use masks.
- Our Bar-Restaurant menus will be presented also in **QR format**.
- The playground areas will remain open respecting the safety distance between children and/or adults. **Adult supervision is required.** Disinfection work will be done in the playground.
- Our **beach has a wide width** and this makes it easier to maintain and respect the safety distance of 1.5 m. between different families; having to make responsible use of our beach.
- The capacity inside reception will be a **maximum of 2 people** and only one person per family will be allowed.
- Due to the current situation, to avoid an increase in capacity at the campsite are **completely visits are forbidden.**
- The frequency of water **quality controls in the pool** will be increased in order to maintain the parameters of chlorine, PH, etc. that facilitate optimal pool water quality.
- In the pool, **the safety distance of 1.5 m will be established between hammocks and towels.** It will be possible to make groups of families as long as the safety distance between group and group is respected. The rescuer will be responsible for enforcing it.
- In the supermarket it will be necessary **to wear gloves and a mask.**
- **Returns of items** for security and protection reasons will not be allowed.

26/06/2020, Sant Pere Pescador

Client signature



** This document is subject to change in accordance with current legislation.*