



TARGET

The goal is to inform, in the most transparent way, to our camping customers, of the guidelines and recommendations of the health authorities, implementing measures to minimize in the reopening the risks of spread of the SARS-Cov-2 virus.

OBLIGATIONS

All Camping customers are obliged to comply with the indications and rules established in the present guide. Failure to comply with them will lead to the loss of customer status and the immediate expulsion from our facilities.

1.- Before the trip

- You should pay attention to your health with regard to the characteristic symptoms of Covid19 before to start the trip.

2.- Customer protection equipment

- Check, before entering the campsite, that you are at the disposal of your individual protective equipment: masks and disinfectant gel for use in common areas. If you do not have protection material staff, consult our workers. They will indicate you where you can buy them.
- The use of a mask will be mandatory while staying in the common spaces and when you cannot keep the safety distance.

3.- Check in

- Acceptance of the Contingency Plan is necessary when making the reservation and acquiring the status of camping customer. If possible, it will be done electronically, by email, providing all your data, to minimize the time of check in.
- At reception, use hydroalcoholic gels and keep the safety distance.
- You must have your documentation ready before accessing reception.
- At reception we will assist you through the space provided in the window of our office.
- You must contact with reception through the telephone enabled for this purpose (exclusive for our customers). **CUSTOMER RECEPTION NUMBER 642 41 21 58**
- Reception staff must have emergency and nearby health centers telephone numbers.
- The entrance time to the campsite will be after 1:00 p.m.

4.- Camping

- You must occupy the parcel assigned by the receptionist.
- The maximum number of people that can access to a plot is determined by current legislation.
- Respect the safety distance of camping (1.5 m.) with your adjacent plots.
- Use your own garbage bags for waste; close and deposit them at the points designated for this purpose.
- On our website you will find a location map detailing the waste sites, light points, fountains and camping buildings.
- Scrubbing in fountains is strictly prohibited; its only mission is to collect drinking water.
- Leave your car in the areas assigned by the receptionist.

5.- Shop

- For security reasons, the shop will remain closed, but we will provide our customers with the basic products that they may need: water, bread, milk, soft drinks, etc. We apologize for any inconvenience.

6.- Check-Out

- The maximum check out time will be 10:30 am.
- To respect the capacity, it is recommended to pay the stay the day before your check out, using, whenever possible, telematic means.

7.- Playground

- For security reasons, it will be closed.

8.- Bar. Restaurant

- Observe the maximum capacity allowed.
- Use the hydroalcoholic gels and keep the safety distance.
- Wait for the hostelry staff to assign you your table.

SERVICES MODULE. TOILETS. SINKS

- To get a unidirectional flow of people, the building has an independent and perfectly signposted entrance and exit.
- From 8:30 a.m. to 11:30 a.m. and from 7:30 p.m. to 9:00 p.m., the shower stalls will be closed. To access it, you must ask for the key to the cleaning staff or at reception. During the wait, keep the safety distance.

- If you need it, request disinfectant from our staff; return the bottle after use so it can be used by other campers. The use of footwear is mandatory.
- Respect the closing of washbasins and sinks due to distance reasons.
- From 01:00 to 02:00 hours, a comprehensive disinfection of the toilets building will be carried out; please, if possible, do not access the building during this period of time. In the same way, the restaurant, terrace, fountains and other critical points of the campsite will be disinfected too.
- For maximum ventilation, please do not close any window of the building.
- Always follow the instructions of our staff. Collaborate with us.
- If you detect any deficiency, please let us know as soon as possible.
- Make responsible use of the facilities. Cleanliness and safety depend on everyone.

In case of unexpected appearance of symptoms compatible with COVID-19 (fever, cough, difficulty breathing, etc.) during your stay at the campsite, put on a mask, isolate yourself on your plot and immediately call 900 222 000. Call the reception staff by phone and follow the instructions of the health staff and camping staff.

(1) Name/Surname..... NIF.....	I am aware of and accept this Contingency Plan	(1) Customer signature
(2) Name/Surname..... NIF.....		(2) Customer signature
(3) Name/Surname..... NIF.....		(3) Customer signature