

# CAMPING OLE

## PROTOCOL COVID 19

Given the current circumstances derived from the COVID-19, we are under the obligation to establish new guidelines in our campsite in order to contain the spread of the virus. All our efforts have been devoted to achieving the safest possible environment for our all guests and staff while maintaining our quality and comfort standards.

In preparing this handbook, has considered the criteria issued by the Spanish Ministry of Health and the ICTE (Institute for Spanish Tourism Quality). This handbook is subject to change depending on the evolution of the COVID-19 crisis.

Please, read this document carefully as it contains the new measures implemented without prejudice to the legislation in force, and is designed to minimize the public health risks. By accessing and using the facilities, all guests expressly agree to the compliance of the following guidelines.

**The campsite may terminate the contract, if there is breach of the rules by the client.**

**The legal consequences if non-compliance occurs by the people to whom confinement or isolation is indicated, will also have to be communicated to the corresponding Public Health Center, and to the municipal authorities, so that they carry out the appropriate actions.**

### **MAIN POINTS:**

- >Maintain at least 2 meters distance from others. Please, Wear the mask.
  
- >Reception office: In order to reduce queues and crowds inside and outside the office only one member of the family/group will be allowed inside. If you have a reservation from a bungalow or Wood house will pick up the key, command of the air conditioner (wich have been previosly disinfected).
  
- >pay the remaining amount of your invoice, with a credit or debit card.

>This year the swimming pool is closed and we haven't animation program.

-Inside the cafeteria there is no bar service, will be served on the terrace. 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. 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. Please, wait to be seated in order to make sure your table and chairs have been disinfected.

**>WHAT MEASURES SHOULD YOU TAKE TO AVOID INFECTIONS:**

- Wear the mask.
- Stop hand shakes and use noncontact greeting methods. Try to reduce physical contact with other people as much as you can.
- Use the provided products and materials and the facilities responsibly.
- Practice good personal hygiene and wash your hands regularly.
- The correct cleaning and sanitation of the toilet buildings
- Restrict the maximum capacity of the facility in order to maintain a 2 meters distance from others, both in bathroom and laundry areas.
- Only use the toilet buildings in order to avoid queues and crowds and reduce the risk of infection.
- We recommend the use of appropriate shoes for the showers.
- Please, contact the administration of the campsite if you have any viral symptoms.

Additionally, we would like to inform you that our staff has received specific training in the use of the new equipment and sanitation products and learned a series of measures that they

need to follow to carry out their jobs in the safest way. Also, human and material resources (masks, protective screens, gloves, hand sanitizer, etc.) have been supplied in case of an outbreak of COVID-19 within our facilities.

After having carefully read the information contained in this document, I am aware of the measures involved, and with my signature on the stay sheet I ACCEPT the consequences and additional expenses that the measures for the management of Covid-19 may entail, in the event that you do not have insurance that covers it. Likewise, in the event that tourist establishments have been established in C.V. To accommodate tourist patients who must perform home isolation, I agree to be transferred to them, by prior agreement, and organized by the Department of Universal Health and Public Health, according to its procedures.

We are glad to welcome you back and we wish you a pleasant stay. We will be happy to help with anything we can.