

## **PREVENTIVE MEASURES IMPLEMENTED - COVID 19**

The safety and well-being of our campers and employees is our main concern.

It is a priority to take care of all the necessary measures in order to avoid the contagion and contamination of those who visit us and with whom we work daily, so it was necessary to adopt new measures, reinforce existing ones and make decisions for this high season, some of these decisions difficult for us and that may not please or be misunderstood by our campers.

We reinforce the hygiene and disinfection, hygiene and safety measures for customers and employees implemented in accordance with guidelines from the DGS and government authorities. It is our duty to implement them, but we also count on your help, in compliance with the defined rules and in order to everyone's responsibility has to have.

We reopen the campsite for camping, caravanning and accommodation, however, the services are not in full operation, namely the pools that were target of requalification and acquisition of new machinery and water treatment system, but we are still awaiting regulation for the operation of outdoor recreational pools and regulations regarding changes in water quality parameters, namely, changes in water treatments.

The playground for various reasons, will not open this high season. It is our obligation to present the best conditions and comply with the safety of users, and in the case of children, control and rigor are imperative. Because we believe that it will not be possible for us to maintain a permanent hygiene of the entire space, but mainly because it is not possible for us, a tight control on the behavior of children in order to maintain the basic measures of prevention of contagion, namely social distance, lack of contact between children, etc., we chose to keep the playground closed even though we believe that many of the children's parents would adopt strict measures with their children. We count on your understanding.

The entire restaurant area will start operating as usual at the beginning of July, except the Pool Bar which will open at the same time of the pools, and which we expect to open until the end of June.

They are in operation : the reception, the supermarket, the beauty shop, the tennis / paddle courts, the restaurant and bar, sanitary blocks 5 and 2.

Camping areas of sanitary blocks nº 1 and 4 will be closed, as we understand that there will be no need to have all the sanitary blocks open due to the smaller influx we will have. If necessary, the blocks and respective areas will be opened. We believe that the more restricted the camping areas and open sanitary blocks, the greater security, confidence and guarantee, we are able to provide.

### **PARK OCCUPANCY REDUCTION**

-  Park occupancy reduction to 2/3.
-  Minimum distance of 3 meters between camps (camping equipment), except for family and group camps.
-  Monitoring to indicate the camp site. Until now, campers after check-in went inside the campsite and had the option to choose the location of their choice. In order to comply with the distance of 3 meters, the location chosen by users may be accompanied by an employee of ours.

### **LIMITED SPOTING LOTS**

-  Limitation on the number of people inside closed spaces, determined according to the dimension.
-  In spaces with limited number of people, there will be an indication of the capacity.



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### USE OF PERSONAL PROTECTIVE EQUIPMENT IN ENCLOSED SPACES

- 🧑‍🚒 Mandatory use of a mask in enclosed spaces, except inside the shower cabins when showering and the washbasin when performing daily hygiene.
- 🧑‍🚒 Disinfect or wash hands frequently with soap. In the changing rooms, liquid hand soap dispensers as well as paper towel dispensers are kept. Disinfectant dispensers were placed at the entrance / exit of each dressing room.

### SOCIAL DISTANCING

- 🧑‍🚒 Comply with the social distance of 2 meters between your group / household and the other users, complying with the DGS guidelines.
- 🧑‍🚒 The gathering of people in closed places is forbidden, except users of the same group or household.

### SIGNAL AND MARKINGS FLOORS AND WALLS

- 🧑‍🚒 Signs were placed on the walls, access to spaces and floors, with information on social distance, information on new rules, prohibitions, etc. Pay attention and comply with the information transmitted.

### RECEPTION - CHECK-IN - CHECK-OUT

- 🧑‍🚒 Only 1 person (registration holder) can enter the reception for check-in. Other family members or companions must remain outside.
- 🧑‍🚒 The holder responsible for the check-in and payment of the stay, must be accompanied by the identification documents of all persons over 4 years of age who are part of their registration.
- 🧑‍🚒 The holder responsible for check-in and payment, must make a single payment for the stay.
- 🧑‍🚒 We recommend payment via card, contactless and MB WAY. We request installation of the QR Code reader on your mobile device.
- 🧑‍🚒 Installation at the reception of a machine for payments made in cash, which will receive the payment directly from the customer and will make changes in return, without our employees touching the money.
- 🧑‍🚒 Check-out, the rules apply in the same way as for any other matter to be dealt with at the reception.
- 🧑‍🚒 In order to streamline the working method in the best way, we will have a new system for assigning and managing passwords accompanied by monitors with visualization for the interior and exterior of the reception.
- 🧑‍🚒 Sale of Personal Protective Equipment Kits for users who for some reason need it (kit with mask, disinfectant wipe and gloves).
- 🧑‍🚒 The reception we are unusable and for the exclusive use of employees.

### BATHROOMS

- 🧑‍🚒 In order to maintain social distance, washbasins, urinals, dishwashers and washing clothes were removed, removing the taps. These locations are properly signposted. We request respect and compliance with the signs.
- 🧑‍🚒 Reinforcement of cleaning and disinfection of the changing rooms permanently from 07h to 24h.
- 🧑‍🚒 We do not guarantee cleaning of the changing rooms from 00h to 07h, so we advise against (whenever possible) the use of the changing rooms at that time.



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🧻 In order to increase your security and confidence, we put available to our users in each sanitary block, paper roll and disinfectant for their own use. Whenever you have to use a toilet, washbasin or other equipment, you will have at your disposal disinfectant to use. We kindly ask you to use it and put it back in place so that other users can also help themselves whenever they understand. This is an extra procedure that we think is an extra security to our sanitation, however, if there is disrespect for this gesture and for the other campers, everything will be removed. So use it and put it back in place.

🧻 Placement of containers only for placing masks, gloves and other personal protective equipment.

🧻 Doors closed or with tape to seal, means that they should not be used.

🧻 The entry and use of more than one person in the shower cubicles, toilet cubicles is prohibited, except in the case of minors having to be accompanied.

## ACCOMMODATION

- 🧻 Check-in / check-out time changed - so that we can provide better cleaning and disinfection of the accommodation and its filling, the entries will have to be made later and the departures earlier. It is about increasing the time available for a more complete cleaning, and in detail, but also to obtain a period of "rest" of the larger accommodation among users.
- 🧻 Accommodation preparation - cleaning and disinfection of the accommodation, beds made with properly cleaned, disinfected, conditioned and sealed clothing, air purification with ozone generator, cleaning and disinfection of the AC.
- 🧻 Cleaning of bed linen and towels - after leaving, all clothes are taken to their own laundry, sanitized and disinfected. The clothes are then packed in bags and sealed.
- 🧻 Dirty Clothes - bags for dirty clothes (yellow bag) are found in each accommodation so that users can put bed linen and towels that they no longer use during their stay. We ask that on the day of departure, all dirty laundry is placed in the yellow laundry bags made available, thus preventing our employees from touching the clothes. This measure is a way of protecting our employees and depends on the conscience of each user, whether or not to respect this request.

## ISOLATED PLACE

- 🧻 Created a place to isolate that can be detected as suspicious cases or confirmed cases of Covid 19. The place has natural and mechanical ventilation, has smooth and washable coverings, bathroom, stock cleaning material, surgical masks, disposable gloves, thermometer, container of autonomous waste, waste bags, dirty laundry collection bags, water kit and some non-perishable foods.

## STAFF

- 🧻 All employees were instructed on:
- 🧻 Internal protocols for each sector;
- 🧻 Educated about measures to prevent contagion;
- 🧻 Personal protective equipment provided;
- 🧻 Training on the protocol in case of a suspected case of Covid 19, users and collaborators;
- 🧻 Daily self-monitoring and fever assessment (measuring body temperature and recording the measurement time and value), checking for cough or difficulty breathing.



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### OTHER STANDARDS / PROCEDURES

- 🧼 Daily disinfection by spraying a disinfectant solution based on hypochlorite, on walls, floors, ceilings, roads, exteriors and interiors of common and private spaces for use.
- 🧼 We advise against the fricht of community barbecues, since unlike spas, we cannot guarantee the constant hygiene and disinfection whenever they are used. We advise the use of own barbecues / stoves. No bonfires.
- 🧼 Refrigerator rental service is maintained, ensuring hygiene and disinfection. Follow and respect the instructions of our employees.
- 🧼 Fitness, nighttime and daytime activities, which have not yet been defined since guidelines and / or regulations on this theme are awaited.
- 🧼 We advise users with self-sufficient caravans and motorhomes, to use the changing rooms as little as possible.

### INTERNAL CONTINGENCY PLAN

The contingency plan for the Covid coronavirus outbreak was made available at reception 19.

**Disregard for preventive measures, implies the expulsion from the park if the administration so wishes.**



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