

CAMPING LA MASIA

The exceptional situation that we are experiencing caused by the coronavirus (SARS-CoV-2) around the world, forces us to establish a protocol of action to guarantee medical and health safety as much as possible, both for our clients and for our staff.

In order to maintain this commitment and your peace of mind, we want to share with you some of the measures we have taken following the recommendations of health experts, health authorities and the World Health Organization.

This action plan or protocol is a document in constant evolution that will be updated according to the decisions that the competent authorities adopt in terms of safety and hygiene. These measures **must be complied with during your stay in our facilities.**

By accessing our facilities and confirming your reservation, **you expressly accept compliance.**

YOUR HEALTH AND WELL-BEING COMES FIRST

Our main concern is to minimize any risk of contagion to the maximum and for this we have established necessary protection measures, both for you and yours and for the camping workers.

For the preparation of this document, the guidelines set by the Ministry of Health of the Government of Spain as well as the ICTE (Spanish Tourist Quality Institute) have been taken into account in order to offer the best practices in the provision of the service, the preparation facilities and staff training to deal with the virus.

Human and material resources have been assigned (Individual Prevention Equipment, masks, gloves, hydro-alcoholic gel, screens ...), as well as action protocols in the event that any employee or client shows any symptoms compatible with the COVID-19 .

TIPS TO REMEMBER DURING YOUR STAY

First of all we ask you to respect and comply with the indications on the signs distributed by our facilities and follow the indications contained herein and those of our staff.

In order to avoid going to reception and, in some moments, to keep a shift to be attended, follow these instructions:

- If your location is a plot, you have done the online check-in and paid the total stay prior to the day of your arrival, send a WhatsApp message from your vehicle to the number 646.921.015 indicating your reservation or customer number and we will answer you with the parcel number and location, we remind you that the time of entry to this type of accommodation is from 12:00 noon, please do not arrive before the scheduled time as it would make your check-in difficult .
- You can use this same WhatsApp number so that you do not have to go to the reception, if you need medical assistance, schedule information, extend your stay, maintenance service, etc ... Or, if it is more comfortable, you can call the number Telephone 972.33.10.13.
- If you arrive at the campsite without prior reservation or the accommodation reserved before your arrival is a bungalow, apartment, studio or mobile home, you can go (one person) to reception to collect your key, bringing along the documentation of his / her companion / s, if applicable. Remember that there is a maximum capacity in reception, otherwise you must wait your turn outside respecting the safety distance recommended by the WHO (2 meters) and that will be marked on the ground.
- As far as possible, please make your payments by card by contactless or by secure payment on the web. In

case of making a card payment, it will not be manipulated by the employee at any time. After each use the dataphone is disinfected.

To guarantee your safety, we have removed from our counters any information brochure about our facilities, excursions, recommendations, etc ... so if you are interested in obtaining one, you can request it from the receptionist.

PREVENTIVES MEASURES TO TAKE:

- Avoid greeting with physical contact, including shaking hands, both with staff and other customers.
- Throw away any personal hygiene waste - especially disposable tissues - immediately into wastebaskets or containers. NEVER on the floor or outside the wastebaskets.
- Wash your hands thoroughly often, especially after sneezing, coughing, or touching any surface, following the WHO's recommendations and that you will see on the posters distributed by the campsite.
- Use the hydro-alcoholic solution dispensers that you will find in different areas of the campsite or wash your hands in any toilet, they have been provided with soap dispensers and hand dryers.
- Respect the safety distance (2 meters) and avoid crowds, if you CANNOT keep this distance you must use a surgical mask as indicated by the health authorities.
- We recommend the use of appropriate footwear for showers.
- In the toilet modules, for the use of toilets, sinks, showers and urinals, wait your turn keeping the safety distance and do not stay inside them while they are occupied. Respect the telltale signs.

ON OUR PART...

As we have indicated before, we are applying the guidelines set by competent organizations and our staff, depending on their job, have, among others,:

- Training of all our staff in the new safety protocols as well as specific training in the use of equipment, use of cleaning and disinfection products (both personally and in the tasks of their work) and preventive maintenance plans.
- Supply of diverse material: masks, gloves, full-frame protective glasses.
- The frequency of cleaning and disinfection in public spaces has been increased, bathrooms are cleaned a minimum of six times a day, disinfection of the reception desk, access doors, specific protocol for cleaning bungalows, mobile homes, apartments , bathrooms.
- The sanitary blocks will be cleaned applying the protocols recommended by DT Química to transform the environment into safer spaces.
- The space of the pools has been distributed so that the 2m safety distance set by the WHO is respected, therefore the hammocks will not be able to move, since they are arranged to meet the mandatory distance. These will be disinfected after each use, and the client must use a towel for their use.
- The animation activities will be organized in different points of the camping to guarantee the safety distance, but when this is not possible, the hygienic mask should be used. As far as possible, disposable materials will be used; if they are reusable, they will be disinfected after each use to ensure sanitation.
- The playground will be disinfected according to its occupation by means of a virucidal disinfecting solution spray system.

WE HOPE THESE SECURITY MEASURES TO BE TOTALLY SATISFYING FOR YOU, we wish you a happy stay and we will be happy to help you in everything that we can be of use to you.

** We inform that Whatsapp data is hosted on servers of this company in the US.*