

## ***Regulations and guidelines adapted for the reduction of hygiene-health risks.***

Camping El Naranjal, prior to arrival, informs the client of regulations and guidelines adopted by the campsite, in relation to the contingency plan applied to reduce hygiene-health risks against COVID-19.

**Acceptance of the conditions to formalize the reservation will be a mandatory requirement. And it must be signed and sent it back by the holder of the stay by email or must deliver it on the day of arrival.** Basic knowledge about Covid.19 to take into account in order to prevent it:

-The symptoms of Covid-19 are cough, fever, respiratory distress mainly, also pain in the muscles and headache can appear in some cases. -80% of cases have mild symptoms and the incubation period is 2-14 days. 50% of cases begins to present symptoms 5 days after infection.

Therefore, the following guidelines will be carried out;

\* Greeting with physical contact, including shaking hands with staff, will be avoided.

\* They must wear a mask, as long as they cannot respect the social distance at least 2 meters with the staff and other clients.

\* Throw away any personal hygiene waste, especially disposable tissues. immediately to the bins or containers.

\* **Wash your hands frequently with soap and water or with a hydroalcoholic solution disinfectant.** Especially after coughing, sneezing, or potentially touching a contaminated surface.

\* Online check-in solutions will be implemented. In order to minimize contact with administration / customer service. It must be done before your arrival;

-Provide the personal data (ID in front and behind) of all the occupants of the plot, over 16 years.

-You will be assigned the location / bungalow before your arrival. It could be modified, for prevention. The camping management will notify you before your arrival.

### **Reception / Customer service**

\* Physical presence at reception will be avoided as much as possible. In case of consultation, use the customer service with n. 965792989 or by mail, [info@campingelnaranjal.com](mailto:info@campingelnaranjal.com) or to maintain a 2 meters distance away with the receptionist. The capacity inside the Reception is for two people maximum.

\* At your disposal, it will have hydroalcoholic gel dispensers at the entrance and counter.

\* Upon arrival, you will be given a magnetic key to open the barriers (you must make delivery of € 10 by cash) and in the case of bungalow accommodation, will be both (barriers and bungalow).

\* Magnetic keys. They will have been disinfected before delivery.

\* The number of occupants for each plot is **5 total people**.

\* Signage has been implemented in common areas. And of which, the indications must be followed.

\* It will be prohibited to receive a visit during your stay.

\* **Parents will be responsible, at all times, for their children for compliance with the guidelines. And they will watch over them at all times.**

### **Common bathrooms and sinks, laundry rooms:**

\* The bathrooms will have an entrance door and an exit door. To leave the bathrooms in a single way.

\* In toilets and sinks, it is necessary to ensure the interpersonal safety distance. The capacity in the bathrooms and showers is **15 people** for men and 15 for women. In case of covering the entire capacity, the wait must be done outside the building, at the marked point.

\* Sinks and laundry rooms will be limited to ensure the safety distance

\* Increased frequency of cleaning and disinfection of common areas with virucidal products and disinfectants.

\* The common bathrooms are for the exclusive use of customers who do not have these services in their camping accommodation.

\* We recommend the use of flip flops or slippers for showers.

### **Bungalow**

\* Upon arrival, a magnetic key and accommodation will be delivered, both disinfected.

\* They are prohibited from using the common bathrooms of the camping. Since they have their own services.

\* In case of staff assistance to carry out an operation inside the accommodation. It's recommended when possible, do it while the customer is not present.

\* Upon leaving, do not leave garbage bag, food, belongings, etc. inside the bungalow.

\* For the good of all and hygiene, you are requested the day of your departure to leave the bungalow in the same condition of **cleaning** upon your arrival.

### **SWIMMING POOL**

\* The capacity will be reduced to **65 persons**. Once the maximum capacity exceeded, the doors will be closed until a user leaves until the maximum capacity is returned.

-And also, you can request, by going to the reception, keeping the safety distance with the staff.

\* Hammocks are placed above the points indicated on the pavement. And they will not be able to move. Also, with safety distance from others.

\* You must follow the instructions from the staff. For your own safety and the other's one.

They may choose to stay in the pool area, as long as the capacity is not exceeded and under the indications of the staff in charge.

\* Hammocks and other items will be disinfected after every use.

\* You will have hydroalcoholic gel in the pool

\* It will be **MANDATORY**, the use of the shower, before entering to the water surface.

\* The use of swimming goggles is recommended. Not glass one

### **Gym**

\* capacity limitation with a single person. Or being from the same family nucleus, there could be two maximum users.

They will have at their disposal a disinfectant spray to apply before and after the use of each machinery or utensils (bar, weights, seats).

\* They must have their own towel.

\* Sportswear and sneakers. NO flip flops and other footwear.

\* Entry allowed from 16 years.

### **Bar Restaurant: CLOSED ALL THE 2020 SEASON.**

### **Library and WIFI FREE ZONE**

\* Limitation of a maximum of 3 users.

\* You will have hydroalcoholic gel at your disposal.

\* Library exchange books may not be used.

### **Playground**

\* Hands from children and adults will be disinfected to access inside the play area. They will have hydroalcoholic gel for their use.

\* The elements of the park will be disinfected by maintenance staff three times daily. The capacity will be limited.

If a person has symptoms compatible with the disease (cough, fever, or feeling short of breath), and if you have traveled to a risk area or have been in close contact with a diagnosed person, there are to notify the Health Center telephone number; 900 300 555 (C. Valenciana), 9666428150 (Javea), likewise will inform the company.

Until the intervention by the health authorities, respiratory hygiene measures must be extreme (mask or mouth covering when coughing, ...) hand washing, and social distancing (avoid contact or closeness to other people). A mask should be worn. It is recommended to stay in your plot / bungalow, with ventilation, preferably outside and with the door closed quietly and good ventilation. Distance yourself with a minimum of 2mts from other people with a mask. The management of the campsite is committed to rigorous compliance with everything set forth in this Document and to undertake all other measures deemed necessary and appropriate to the object to guarantee the safety and well-being of all users and workers of the campsite, and to avoid at all times the risk of contagion by COVID-19 during the performance of all processes included in the camping's own activity.

That beyond full compliance with the guidelines issued in this document, El Naranjal does not it is responsible for those infections that could take place outside it and were imported into our camping being exonerated of any responsibility.

That I understand the measures adopted to avoid the risk of contagion of COVID-19 by Camping El Naranjal and accepting the commitments established for this purpose.

If not complied with by the client, the guidelines implemented, informed and accepted during its stay. The camping management will make the determination to interrupt your stay and invite you leave the campsite.

### **Vehicle registration:**

### **Brand:**

### **Colour:**

**Name:** \_\_\_\_\_ **Surname:** \_\_\_\_\_ **ID:** \_\_\_\_\_ **Signature:** \_\_\_\_\_

**Name:** \_\_\_\_\_ **Surname:** \_\_\_\_\_ **ID:** \_\_\_\_\_ **Signature:** \_\_\_\_\_