

# SANITARY GUIDE FOR CAMPING PRADELONGUE'S CUSTOMERS

## **Our priority is to make sure you enjoy a great vacation!**

To ensure that they run smoothly, here is what we have put in place in application of the sanitary guidelines for open-air accommodations.

This is a complement to the campsite's internal rules which everyone is required to respect. We would therefore kindly ask you to follow the specific instructions displayed in specific areas of the campsite.

(These instructions may change according to official regulations).

A referent has been specially trained to ensure the implementation of these protective measures.

### **The anti-COVID at the front desk:**

We have installed a glass protection and a traffic flow direction.

All contact surfaces (handles, tablet, credit card terminal, intercom and switches) are regularly disinfected and the premises frequently ventilated.

Hydroalcoholic gel is at everyone's disposal.

We kindly ask you:

- That only one family member comes into the office (with a pencil if needed)
- To privilege credit card payment

### **The anti-COVID in the sanitary facilities and the laundry room:**

As a member of the « Camping Quality » certification, hygiene is very high on our list of priorities.

We have condemned a few facilities where social distancing is not possible (adjacent sinks and washbasins).

A direction of circulation has been established (sanitary 2), natural ventilation is continuous during the day.

The cleaning frequency has been increased and the disinfection procedures adjusted (contact points, specific product).

The number of people admitted in each section of the facilities is displayed at the entrances.

A soap dispenser is at your disposal next to the sinks.

We kindly ask you:

- To wait outside if possible or to wear a mask, to keep a distance of 1 m between you and to respect the maximum number of people allowed.
- To leave the entrance doors open
- To wash your hands before entering the washrooms and before using the hair dryer.
- Not to put the laundry in adjacent machines at the same time.

### **The anti-COVID in the swimming-pool:**

The swimming pool is treated with chlorine (anti-virus), it is therefore disinfected and disinfectant and it is checked several times a day.

Surfaces and gates are regularly disinfected.

The sunbeds are positioned so that they respect social distancing and are regularly disinfected.

Hydroalcoholic gel is at everyone's disposal by the entrance door.

The number of people allowed in the swimming-pool area is limited to 270 (4m<sup>2</sup> per person).

The wide opening hours will therefore allow access to all campers, staggered if necessary.

We kindly ask you:

- To wash your hands, to respect a distance of 1 m between you (except for members of the same family) and not to move the sunbeds if possible.
- To respect a distance of 1 m in the pool and to wait for your turn to enter the water if there are too many people.

### **The anti-COVID in sport fields and playgrounds:**

We are truly sorry, but we might have to close the trampolines during busy times.

A soap dispenser is available at the water station in front of pitch 88.

Contact surfaces are frequently disinfected.

We kindly ask you:

- To wash your hands before using the equipment
- To respect a distance of 1 m between you (only members of one family can be together on the swings)

### **The anti-COVID in the fitness, ping-pong, and table football area:**

Hydroalcoholic gel is at everyone's disposal.

We kindly ask you:

- To wash your hands with hydroalcoholic gel before using the equipment
- To respect a distance of 1 m between you and therefore not to be more than one per fitness equipment.

### **The anti-COVID on the football field**

We kindly ask you:

- To wash your hands at the nearest sanitary facility before you start touching the ball.
- To respect a distance of 1 m between you

### **The anti-COVID in the TV room and at the pool table:**

The number of people admitted in the room is indicated by the white marks on the floor (17 maximum).

All contact surfaces (handles, tables, chairs, remote control, and switches) are regularly disinfected and the premises frequently ventilated.

Hydroalcoholic gel is at everyone's disposal.

We kindly ask you:

- Not to stand by the door and to respect a distance of 1 m between you (except members of the same family).
- To wash your hands with hydroalcoholic gel before touching the remote control and before and after playing pool.

### **The anti-COVID in the TV room / library / vending machine:**

The number of people admitted in the room is indicated by the white marks on the floor (13 maximum).

All contact surfaces (handles, tables, chairs, remote control, and switches) are regularly disinfected and the premises frequently ventilated.

Hydroalcoholic gel is at everyone's disposal.

We kindly ask you:

- To wash your hands with hydro-alcoholic gel before touching the TV and books and before taking the drink from the drinks dispenser (after paying).
- To place the books you return or touch in the bin provided for that purpose.
- To keep a distance of 1 m between you.

### **The anti-COVID in the dining room area:**

The tables and benches are disinfected on a regular basis and positioned so that they respect social distancing.

We kindly ask you to respect a distance of 1 m between the tables of different families and not to gather with more than 10 people.

### **The anti-COVID in the rentals:**

As a member of the « Camping Quality » certification, hygiene has always been very high on our list of priorities. We have still adjusted our cleaning procedures to include a systematic disinfection of all contact points (switches, handles, chairs, tables, remote controls, taps, electrical...).

An intensive ventilation of the rental units is carried out while they are unoccupied.

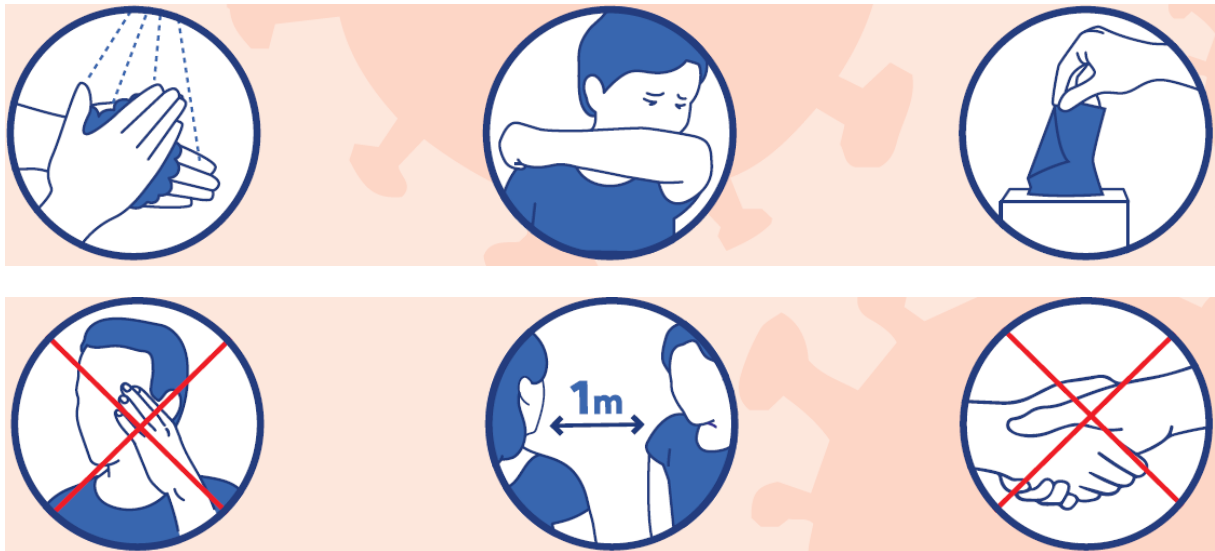
Disposable mattress covers and pillowcases are installed between each tenant.

### **The anti-COVID at the camper-van emptying area:**

A soap dispenser is at your disposal at the water station.

We ask you to wash your hands before touching the water hose and to respect a distance of 1 m between you.

For the good of all, please follow the safety measures, wear a mask in communal areas if the distance of 1 m cannot be maintained and limit the number of people to groups of 10.



And in case of suspected COVID infection (breathing difficulties, cough, fever...) don't wait and inform us, we will call a doctor. We would also be grateful if you could inform us in case of contamination after your stay at the campsite.

**But most importantly, let's keep our happy mood**

**and allow ourselves to enjoy our loved ones,**

**the beauty of nature and the fresh mountain air !**