

## **Valencia Camper Park: Safety and Hygiene Protocol**

**COVID-19 Telephone: 900 300 555**

Our main concern is to ensure that you enjoy your experience in Valencia Camper Park in a safe way, and for this reason we have established the necessary protection measures both for you and the workers of the campsite.

We want to inform you that the rules and measures have been adopted following the guidelines marked by the Spanish Ministry of Health, as well as the ICTE (Spanish Institute for Tourism Quality) in order to offer you the best service, the safest facilities and our staff to deal with the virus.

Next, we detail the changes we have arranged in the campsite as result of the new regulation to prevent COVID-19, as well as some mandatory for all guests:

- It is **MANDATORY** the use of **MASK** during all your movements inside the camping.
- Only one person per vehicle will be present during the check-in. The rest of people must wait inside the vehicle.
- The person who is going to make the check-in must bring the documents (passport or identification) of each person over 16 years of age, the vehicle registration number must also be remembered or written down.

We also recommend bringing your own pen to sign the check-in.

- At reception we will have hydroalcoholic gel, you just have to request it and it will be dispensed into your hands free of charge. If anyone needs a mask, they will be on sale at the reception.
- It is mandatory to respect the limited capacities marked in all common areas of the camping. In addition, schedules and other rules that may exist must be respected.

- In the showers the use of appropriate footwear is mandatory.
- It is mandatory to maintain a minimum distance of 2 meters with people of other plots and with employees.
- Greetings that involve physical contact (hands, hugs, kisses...) must be avoided.
- Contact by phone will be prioritized to avoid crowds in Reception. If you need anything or have any problems, please try first to solve it by phone +34 960718095 or by sending a whatsapp to that number if it is not urgent.

### **Reception:**

People who work at the reception must comply with the following rules:

- Use hydroalcoholic gel between client and client.
- Wear a mask.
- Wear the hair up.
- Do not wear rings.
- Between the receptionist and the client there will be a methacrylate screen to avoid direct contact.
- Daily temperature control, by infrared thermometer.
- Cleaning of the office, especially of:
  - Scanner of passports and identity documents.
  - Bonometer cards, clean after the return by the customer.
  - Keyboard and mouse at the start of the shift.

- Once a week (Sunday night) an ozone generator "Airthereal MA10K-PRO" approved by the CE will be used for 25 minutes, due to the size of the office. After disinfection, proceed to 30 minutes of ventilation to make the space safe again. It is prohibited to enter the office while ozone disinfection is proceeding and also while ventilating.

### **Bathrooms and showers:**

- We advise all our clients to use their own facilities of the motorhome instead of our common areas, due to the current risk of COVID-19. Anyway, the bathrooms will be open and the following cleaning and disinfection protocol will take place:

- Men's and women's toilets, laundry room and sink room: The procedure will be as follows:

- In the morning, thoroughly clean everything with water and bleach, doorknobs and other contact areas they will be sprayed with bactericide fungicide.

- In the afternoon there will be another cleaning of the contact areas and all areas will be reviewed.

- Twice a week each area will be disinfected with the ozone generator "Airthereal MA10K-PRO" approved by the EC, for 25 minutes in the toilets and showers, in the laundry room for 10 minutes and in the sinks room for 15 minutes, after that each zone will be ventilated for 1 hour.

During the treatment, including ventilation, the room must be empty of people and it won't be accessible.

- The cleaning and disinfection schedules can be seen in the following table:

## Ozone Cleaning and Disinfection on Tuesdays and Fridays

Forbidden to enter the space while disinfection with ozone and ventilation.

Zone	Sq mts	Start time	Use time	Ventilation	End time
Men's Bathroom	35 m2	12:00	20 min	50 min	13:30
Women's Bathroom	35 m2	12:00	20 min	50 min	13:30
Sinks	16 m2	12:40	10 min	40 min	13:30
Laundry	6 m2	12:50	6 min	34 min	13:30

- The ventilation time includes an added safety margin.

### **Training and information for workers:**

- We will communicate to the workers this protocol of action against Covid-19, requesting reading confirmation, understanding and implementation of measures of this document accepting to have done all the steps by signing.
- We will provide the necessary training in the use of PPE related to the coronavirus, (how to put on and take off the mask).
- We will inform workers how to act, following the protocol of the World Health Organization, in case of symptoms related to the Covid-19.

### **Swimming pool:**

- The pool hours will be from 10am to 8pm.
- The pool capacity is 100 people.
- In the areas where users stay, it must be established a convenient distribution of space to ensure the safety distance of at least two meters between users who are not living together in the same motorhome. All objects and personal items, such as towels, must remain within the established security perimeter of 2 meters, avoiding contact with the rest of the users.
- In case of reaching the capacity limit, shifts will be established.
- It will be necessary to carry the check-in sheet where the plot is always indicated on top in case any employee of the Camping requests it to verify the fulfillment of the rules, schedules and capacity.
- Outdoor showers will work normally
- The toilet room will be kept closed for safety

### **Bar Restaurant:**

- The protocol of the Bar-restaurant is attached in a separate document, since the management is different from the campsite and they have their own protocol.

**In particular, the basic hygiene rules should be observed to COVID-19 prevention:**

- Frequent hand washing / hygiene, particularly when accessing shared areas (restaurant, toilets, swimming pool ...).
- Using the inside of your elbow to cover the mouth / nose when coughing or sneezing, or use tissues and wash your hands afterwards.
- Avoid touching your mouth, nose or eyes in public spaces.

Finally, the client must comply with the rules of action when detecting symptoms compatible with the COVID-19 disease, where the first is the mandatory self-isolation (affected person and all people cohabiting) when there is the appearance of symptoms compatible with the disease and immediately inform the Reception team to undergo medical evaluation.

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