

# Covid-19 Info

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## COVID-19

## info

*These measures are valid from June, 1st. After this date new regulations will be given.*



### SERVICES AND OFFICES

Are all the offices of the campsite regularly open?

Yes.



### CHECK-IN

Is the guest's body temperature measured upon arrival?

No. There is no measurement of the guests' body temperature upon arrival, even if the operator would be entitled to do so, preventing access if the detected temperature is over 37.5°. **Guests must always use a face mask**

Do I have to observe special rules when inside the campsite?

The anti-COVID defence strategy is based on three simple, fundamental principles: 1) personal use of face masks; 2) personal hygiene; 3) respecting the distance of at least one meter. At the check-in, all guests will receive an anti-COVID information booklet.

Is body temperature measurement expected for the employees?

Yes. The body temperature measurement is mandatory for employees and suppliers every time they enter the campsite.



### CHECK-OUT

Have you implemented new payment methods at check-out?

Preference for electronic payments are methods to prevent contacts.



**FACE MASK AND GLOVES****Do I have to wear a face mask during the holiday?**

Guests must use the face mask when they are indoors or outside the delimited pitch/housing unit area only when it is not possible to guarantee the interpersonal distance of at least one meter (except those belonging to the same family unit).

**Do I have to wear disposable gloves while on vacation?**

Free access to hydro-alcoholic solutions for hand hygiene is guaranteed in various locations within the structure. Its frequent use is suggested both to guests and staff. Therefore, the use of disposable gloves is not mandatory except in supermarkets (**Italy + Union Lido**), para pharmacies and clothing stores (**Union Lido**).

**Should staff inside the campsite wear a face mask?**

The staff is required to use the face mask always when they are with guests and when it is not possible to guarantee interpersonal distance of at least one meter.

**STORES AND SUPERMARKETS****Do I have to wear a face mask to enter shops and at the supermarket?**

Yes, it is mandatory.

**Do I have to wear disposable gloves inside the shops and at the supermarket?**

In supermarkets (**Italy + Union Lido**), para pharmacies and clothing stores (**Union Lido**), the use of disposable gloves is mandatory.

**Where can I buy hygiene products?**

Our supermarkets (**Italy + Union Lido**) and para pharmacies (**Union Lido**) have a wide range of hygiene and protection products.

**PITCHES****Is it safe to stay on the camping pitches?**

The width of the pitches ensures the respect of safety distance; the possibility of living the whole day outdoors and enjoying the sun's rays is an important factor in fighting infection.

**How should I position the caravan?**

The open sides (the access side) of the housing units (caravans, campers, tents) must respect a distance of at least **three meters** from other neighbouring units.

**POOLS ITALY + UNION LIDO AND AQUA PARKS UNION LIDO****Is it possible and is it safe to swim in the pools?**

Yes, the chlorine contained in swimming pools water is constantly monitored (free active chlorine between 1.0-1.5 mg/l; combined chlorine  $\leq$  0.40 mg/l; pH 6.5-7.5). The crowding density in the pools it is calculated with an index of 7 m<sup>2</sup> of water surface per person.

**Is it possible to use the solarium and the green areas?**

Yes, the crowding density in the solarium and green areas is calculated with an index of no less than 7 m<sup>2</sup> of walkable area per person. Equipment (deck chairs, sun loungers) can be positioned by respecting distance indications and using dedicated pathways. The staff sanitizes the equipment at each change of user and/or at the end of the service.

**Are there sanitizing products in swimming pools and aqua parks?**

Yes, every place is equipped with a dispenser with hydroalcoholic solutions for hand hygiene at the entrance, in the solarium area or in strategic points to encourage hand hygiene. Cleaning hands is mandatory if entering the parks.

**FOOD ITALY + UNION LIDO****Is body temperature measurement required to access restaurants?**

No. There is no measurement of guests' body temperature, even if the operator would be entitled to do so, preventing access if the detected temperature is over 37.5°.

**Do I have to wear a face mask inside the restaurant?**

Inside the restaurant, customers are required to wear a face mask whenever they are not seated at the table.

**Are there sanitizing products at the entrance of the restaurants?**

Yes, hygiene products are available for customers and staff in several points of the room, especially at the entrance and near the toilets.

**Is it possible to book a meal?**

Yes, reservations are strongly recommended, as there cannot be more customers inside the restaurant than there are seats.

**Are takeaways and food delivery available?**

Yes.

**Do you have restaurants with outdoor tables?**

Yes, all our 9 restaurants and 15 bars have outdoor tables with large terraces **(Italy + Union Lido)**

**What distance must be between the tables?**

The tables must be arranged as to guarantee the interpersonal distancing of at least one meter between the clients, except for people who, according to the current provisions, are not subject to interpersonal distancing; this last aspect pertains to individual responsibility.

**Is it possible to eat at the counter?**

Eating at the counter is allowed only with an interpersonal distance of at least 1 meter between customers, except for people who, according to current provisions, are not subject to interpersonal distancing; this last aspect pertains to individual responsibility.

**Is buffet allowed, for example for breakfast?**

Buffet is not allowed.

**Are cash payments allowed in restaurants and bars?**

Yes, it is possible to pay by cash, even if electronic payment is preferred, possibly at the table.

**How did you solve the problem related to the menu consultation?**

The printed menus have been laminated with pre-use and post-use sanitization, menus are also available online on the mobile phone, or non-returnable paper.

**SANITARY BLOCKS****How are toilets to be used and how are they sanitized?**

In all the toilets there are dedicated paths to avoid crossings as much as possible. Dispensers with hydroalcoholic solutions for hands hygiene have been positioned in several strategic points, all sanitary fixtures can be used keeping the minimum distances of one meter between each other.

The constant sanitization of frequently touched surfaces and sanitary fixtures carried out by specialized personnel, together with the natural circulation of air, guarantees the safety of users.

**BEACH AND SEA****Is it possible to swim in the sea?**

Of course, a saltwater bath is recommended for its healthy properties on the body, for the natural disinfection of the saline environment and the very high dilution guaranteed by seawater. It should be noticed, that the Cavallino coast has been awarded with the Blue Flag in 2020, a prize for clean seawater and the utmost attention to safety.

**What is the distance to be kept between the sun umbrellas in the rental areas?**

Each umbrella must have 12 square meters available. We have decided to bring this limit to 18,5 m2.

**What is the distance to be maintained between beach equipment?**

Beach equipment (sunbeds, deck chairs) should guarantee a distance of at least 1.5 meters, if not positioned in the sun umbrella place.

**Are there sanitizing products in the areas with rental umbrellas?**

Sanitizing products are available for guests and staff at multiple locations.

**Is it possible to book the beach station?**

Yes, our booking service can give you all the necessary information

**Are there special rules in free beach areas?**

No, the same rules apply as for areas with rental umbrellas.

**Is there a beach steward?**

Yes, the beach steward is available for any information on prevention measures.

**What is the distance to maintain between my beach equipment and that of the neighbours?**

Personal equipment (sunbeds, deck chairs, etc.) must be placed at least two meters away from neighbours.

**Is it possible to use the beach cabins?**

Yes, one at a time, with protective devices. At each use, an employee provides sanitization.

**HOUSING UNITS****How are the hotel housing units and rooms sanitized?**

**Italy Camping Village** collaborates with a specialized staff that sanitizes the housing unit at each guest change with the use of certified cleaning products or other equipment such as the dry steam. Natural air recirculation and periodic replacement of air conditioner filters is also guaranteed.



**ANIMATION**

**Is there an animation service?**

The animation service **Italy Camping Village** is guaranteed for the period high season. The animation service **Union Lido** is guaranteed for the entire opening period of the campsite.

**What are the accessing methods of the activities?**

All entertainment activities **Italy Camping Village** and **Union Lido** are preferably accessible by reservation and can have a limited number of participants, in order to guarantee distance and safety, both for guests and operators.

**What activities are possible?**

All activities that allow adequate spacing are possible. Mini club with workshops, fitness activities, individual sports, and evening entertainment.



**CAVALLINO SPORT CENTER - UNION LIDO**

**Can sports be practised?**

Yes, all individual sports are guaranteed (tennis, horseback riding, etc.) and can be practised safely.



**MARINO WELLNESS&SPA UNION LIDO**

**Is it possible to have massages and beauty treatments at the Marino Wellness&SPA?**

Of course, the masseurs and beauticians are happy to welcome you by using the appropriate protections and ensuring the sanitization of the spaces after each session.

At the moment, the Turkish bath and sauna are not usable.



**GYM UNION LIDO**

**Are there particular rules for using the gym?**

Yes. Keeping safety distance is mandatory. The distance must be at least 1 meter while not exercising, at least 2 meters during physical activity (with particular attention to intense physical activity). In locker rooms, the distancing rule is of at least one meter. It is forbidden to share glasses and bottles and to lend towels, bathrobes, or other items with other users. Use dedicated shoes in the gym, provided exclusively for this purpose. All clothing and personal items must be stored inside the personal bag, even if stored in the appropriate lockers; sharing lockers is not allowed and bags can be asked for storing personal belongings.

**Is body temperature measured before entering the gym?**

No. There is no measurement, even if the operator would be entitled to do so, preventing access if the detected temperature is over 37.5°.

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