

# Sanitary Protocol Camping Village de la Guyonnière

*Finally a bright spot, here comes summer!*

And with it, a lot of questions about the coming season and the conditions in which we will welcome you! And that's quite normal!

But there's no word to describe how much we look forward to seeing you again! Be sure that we are actively working on the health and safety measures in order to welcome you in the best possible conditions.

Of course, we are doing our utmost to ensure that these measures are as soft as possible so that you can fully enjoy your holiday!

Moreover, we inform you that the campsite's capacity has been voluntarily reduced by 30%, in order to guarantee a fluid and airy circulation to our holidaymakers.

You will find in this protocol the details of the measures and actions put in place from June 27th. We are convinced that each one of you will do their best to respect them in order to preserve/protect us all!

We wish you were already here! And we have no doubt that you'll spend friendly holiday in the calm of our natural site!

It's time for a change of scenery!

**THIS PROTOCOL HAS BEEN ESTABLISHED ON: 12/06/2020.** Keep in mind that with the progressive unlock down, and the further announcements of 22<sup>nd</sup> June 2020, these measures are likely to be relaxed.

## ✓ GENERAL MEASURES APPLICABLE TO THE WHOLE CAMPSITE

- 1- Wash your hands very regularly (at least once an hour for 30 seconds) with soap or disinfectant, and before entering a collective place.
- 2- Cough or sneeze into your elbow or into a single-use tissue.
- 3- Thank you to respect the distance of 1m minimum in any place, as well as the traffic direction when indicated.
- 5- Wearing a mask is recommended inside our services-shops.

## ✓ WATER PARK

- With the new sand beach of 2000m<sup>2</sup> the total surface of the waterpark has increased to 4300m<sup>2</sup>. **The access will be limited to the number of sunbeds on the solarium part, don't worry, there**

**are plenty of them and they are spread over the whole aquatic space.** The sunbeds will be set up in family blocks of 2-3-4 or 5, so that a family can settle down together, always respecting the distance from other holidaymakers.

Moreover, on the **new 2000 m<sup>2</sup> sand beach**, no sunbeds, but you will be able to **lie down with your own towel**, or use one of the beach chairs at your disposal. It will be easy to respect the social distance there too.

The capacity of the aqua park is 300 people.

**Be reassured, to date, we do not foresee any limitation** for our guests, also because **the capacity of the campsite has been revised to 70%**. So you will plenty enjoy the swimming pool throughout your stay.

***Our forecasts suggest that this will not be necessary, but for your information, we have nevertheless thought about the possibility of a very high number of visitors to the aquatic area: if ever we are obliged to restrict access, a simple system has been devised to allow all holidaymakers to enjoy the pools every day:***

- *PAIRS pitch numbers: Access from 10am to 3pm on Mondays, Wednesdays, Fridays and Sundays / Access from 3pm to 8pm on Tuesdays, Thursdays and Saturdays.*

- *ODD PITCH NUMBERS: Access from 3:00 pm to 8:00 pm on Mondays, Wednesdays, Fridays and Sundays / Access from 10:00 am to 3:00 pm on Tuesdays, Thursdays and Saturdays.*

- We remind you that the treatment of the pool water is based on a disinfectant authorized to meet physical, chemical and microbiological standards, and it is very effective against all germs and viruses. The water is therefore disinfected and disinfectant.
- A hydro-alcoholic solution is at your disposal at the entrance of the pool, and at the waterslides.
- Thank you to respect a distance of 1 meter in the entrance of the swimming pool, in the space for removing your shoes or waiting for access to the sanitary or shower facilities.
- The swimmers in and out of the water must respect the barrier gestures (sneeze, cough in his elbow...).
- Avoid crossroads, outgoing customers have priority over incoming customers who must wait for the passage to be cleared.
- We remind you that **showering is mandatory** before swimming.
- A simple and not very restrictive traffic direction will be set up at the entrance of the pool.
- Please respect the distance and wait behind the signs on the ground in any waiting area (sanitary facilities, slides...), delimiting the minimum space.
- Sanitary door handles, common objects used, slide starts, ... are regularly disinfected.
- Sunbeds placed at a safe distance will be disinfected every day.
- Inflatables are forbidden.
- The lifeguard will be in charge of the respect of the distance and hygiene measures. We count on your cooperation so that everyone can fully enjoy a relaxing moment.

## ✓ **SANITARY BUILDINGS**

- Access is reserved for families staying on camping pitches

- A hydro-alcoholic solution is at your disposal at the entrance of the sanitary facilities.
- The use of a mask is requested if the distance of 1 m. cannot be respected.
- Avoid crossroads, outgoing guests have priority over incoming guests who must wait for the passage to be cleared.
- A simple and not very restrictive traffic direction will be implemented.
- The frequency of disinfection/cleaning passages is increased.

### ✓ **RENTALS**

- Guests who do not wish to use provided duvets and pillows may come with their own linen. It will be enough for them not to use the one at their disposal in the rented accommodation.
- A minimum time of 6 hours is respected between the departure and the arrival of the new family.
- Sheets and towels to rent are cleaned by a specialized company, according to the protocols.
- **The cleaning staff :**
- Prepares individually its cleaning products and hydro-alcoholic gel, uses cleaning gloves and disinfectant products.
- Puts a mask on before entering the rented accommodation.
- Starts by airing, opening all the windows (living room/bedrooms).
- Cleans with particular care door handles, switches, remote control, taps, tables and worktops and any accessories that may have been in contact with hands.
- Finally, a virus-killer anti-Covid aerosol will be deployed in each rental unit, before the arrival of new holidaymakers.

### ✓ **RECEPTION**

- In order to avoid too many people at the reception, we kindly ask that only one person per family comes inside.
- A hydro-alcoholic solution is at your disposal at the entrance of the reception.
- It is required to wear a mask inside the reception area.
- Please maintain a safety distance of 1 meter.
- A direction of traffic is indicated to avoid any crossroads. Outgoing customers have priority over incoming customers who must wait for the passage to be cleared.
- Multiple contact areas are regularly disinfected (card machine, reception desk, tourist doc shelves).
- Receptionists wear a mask or visor screen and wash their hands or use a hydro-alcoholic gel regularly. Glass protections have also been put in place, please stand behind them when you are at the desk.
- Access to the library is limited to 1 person at a time. It is imperative to disinfect your hands before and after.
- The reception is the only place on site where cash is accepted. However we kindly ask you to prefer Cashless (with your bracelet) and credit card payments.

- For any request during your stay, please use WhatsApp, email or phone whenever possible.

### ✓ **BAR – RESTAURANT – TAKE AWAY**

- A hydro-alcoholic solution is at your disposal at the entrance of the Bar, at the Snack and Restaurant counters.
- Tables and counters are regularly disinfected.
- There are no seats at the bar counter, it will only be used for orders. Plus it is advisable to wear a mask when taking orders.
- At the counter, the barman is equipped with a screen visor if necessary and distance lines are identified for customers.
- Snack bar employees wear masks and the counter is equipped with a glass protection.
- Inside the bar we ask our customers to sit at a table.
- A distance of 1 M. is respected between 2 tables.
- A direction of traffic is indicated at the Snack, as well as at the bar to avoid any crossing.
- Waiters in the room wear a mask and wash their hands or use a hydro-alcoholic gel regularly.
- Cashless and Contactless card payments are preferred. We don't accept cash.

### ✓ **GROCERY SHOP**

- Wearing the mask is mandatory inside the store.
- Cashiers are equipped with glass protection.
- Contactless card and Cashless payments are preferred. Cash payments are not accepted.
- Hydro-alcoholic gel is available at the entrance of the shop.
- The number of people inside the shop is limited to 15.
- In order to avoid crowding the shop, we ask that only one person per family goes inside the store.
- Please respect the distance of 1m
- A traffic direction is indicated to avoid any crossroads.

### ✓ **KIDS CLUB – ENTERTAINMENT – PLAYING AREAS**

- Outdoor activities and games will be favored.
- The children will be welcomed in small groups (10 children/ animator).
- The animation material will be disinfected at the end of each activity.
- A reservation system will most probably be set up for certain activities.
- Most part of the activities will be maintained such as: Kids Club – Soccer School – Mountain bike and road bike rides – Running Outing – Yoga (bring your own mat) – Outdoor activities /animation, Live Concert, Music Quiz, Bingo,

- The sports fields and table tennis tables will be accessible. Please respect the safety distances as well as the barrier gestures mentioned above when using the fields. The use of a mask is required if the distance of 1 meter is not respected.

We remind you that **THIS PROTOCOL HAS BEEN ESTABLISHED ON: 12/06/2020**. Keep in mind that with the progressive unlock down, and the further announcements of 22<sup>nd</sup> June 2020, these measures are likely to be relaxed.

**The whole team of the Camping Village de la Guyonnière can't wait to see you again, and as usual, will do its utmost to make sure that you have an unforgettable (and more than deserved) holiday in the Vendée!**