

Camping Sunêlia Domaine de la Dragonnière

As a few matters are still unclear, you can find some of the answers below:

- **Will the Sunêlia Domaine de la Dragonnière campsite in Vias be opening this summer?**

Yes! We look forward to seeing you, hale and hearty, as from 19 June

- **What happens when I get there?**

Check-in and check-out will be more flexible, and contactless for 100% peace of mind!

- **What health rules will apply?**

As it is an outdoor campsite, social distancing rules will be all the easier to observe. La Dragonnière covers 35 hectares, so there is plenty of space for everyone.

- Our counters are now equipped with Perspex windows
- Our health protocols are currently obtaining APAVE certification
- All the staff at La Dragonnière will be trained for this situation and on the new protocols
- All our accommodation units are separate from each other and have individual terraces, so are totally independent.

- **Will I have to wear a mask during my stay?**

You won't have to wear a mask in the open-air areas of the campsite; everyone can decide for themselves. However, it will be compulsory in certain shops and when you move around in restaurants.

- **Will the water parks be open?**

Yes, the water parks will be available, subject to current social distancing rules and preventive gestures – in which everyone is now an expert!

- The water in our pools is chlorinated, meaning that it kills the virus, so you can enjoy the facilities in total safety.
- The water parks undergo several daily checks throughout the seasons.
- Hydroalcoholic gel will be provided at the entrance to the water parks.
- Deckchairs will be available in the areas that offer them: however, the safety distance of 1 metre between each family must be respected.
- The Tropicale indoor pool will be closed for this season: as health measures are stricter for this type of area, we did not wish to impose them on you during your holidays.

INFORMATION: during this period, in accordance with Regional Health Agency rules, our water parks could accommodate up to 4,500 people. At the Domaine de la Dragonnière campsite, we receive 2,900 people simultaneously on average. So, GOOD NEWS! Everyone will be able to enjoy this long-awaited moment in the water parks.

- **Will entertainment be restricted?**

No! There will be as much entertainment as there is every year.

- The activities on offer will just be different: they will take place outdoors, observe social distancing and focus on your well-being after this trying period.

- Our teams are coming up with ingenious and creative ideas, and will be offering new types of activity in both the daytime and evenings, when there will be shows as usual.
- Any equipment borrowed (for archery, for example) will be disinfected between use by each holidaymaker.
- The Sunny Club and the Teen Club will be open, and will focus on outdoor, contactless activities.
- In accordance with the rules imposed by the Ministry of Education: access to these clubs will be by prior registration. On site, a hygiene protocol will be applied between each activity
- The nursery will not be open this year, but we offer a babysitting service at your accommodation. Information will be provided on-site.

• **Will restaurants and services be open?**

Yes: all the services that make life easy and pleasant during your holiday will be open, as announced on 28 May

- Our serving and kitchen staff will wear masks
 - Tables will be spaced 1 metre apart and limited to 10 people
 - We will ask you to wear a mask only when you move around the restaurant.
 - Menus, tables and chairs will be disinfected between each customer.
 - We will ask you to wear a mask when you move around the restaurants.
 - At the buffet: only one member of the family should collect food, if possible without children.
 - It will be compulsory to disinfect your hands with hydroalcoholic gel before serving yourself.
 - Markings on the floor will indicate safe distances to be respected when collecting hot food.
- Once you are here, you'll be delighted to find that most eating outlets will provide a take-away service or deliver food directly to your accommodation!

• **Will all services be available?**

Yes, all on-site services designed to make your holiday easy and pleasant will be maintained. You will be able to find out about good practices to follow on the premises.

- As public transport is one of the most sensitive aspects of this crisis, the beach shuttle and the little train will not be available: the measures are very strict, so we did not wish to impose them on you.
- For your comfort, you can contact our partner VTC – Gold VTC – 07.83.00.61.74, or our car rental partner Enterprise: 04.67.26.75.88 (weekdays) or 04.67.00.14 (weekends).
- There is also a bus stop right by the campsite entrance for trips to nearby towns.

• **What plans are there for my accommodation?**

- All our accommodation units are separate from each other and have individual terraces, so are totally independent.
- The cleaning and disinfection protocols between each stay have been intensified.
- The air conditioners will also be disinfected between each stay.
- A strict linen management procedure will also be in operation.

• **If I am unable to come (due to COVID), what cancellation rules apply?**

There will be a full refund for all stays cancelled because of the Covid-19 situation*.