

Prevention and Hygiene against COVID-19

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At La Torre del Sol we want you to enjoy the summer and feel safe. We have prepared additional measures based on the guidelines of the health authorities with new protocols and hygiene and disinfection measures for this summer. The whole team of La Torre del Sol will work to give you the maximum health guarantees. Throughout the summer, checks will be made to ensure that they are being carried out properly.

The following measures comply with regulations established by health authorities for phase 3, so they will be made more flexible as the situation improves in our country and as the de-escalate phases progress. Until 23rd June, the whole province of Tarragona is in phase 3, which is prior to "the new normality".

We are also working to obtain the **"Save Tourism Certified"** which accredits tourism companies that implement rigorous prevention protocols against Covid-19.

Safety, our priority

WE ADAPT OUR FACILITIES:

- - We install protective screens at customer service points.
- - We will have hydroalcoholic gel dispensers at the entrance of public spaces: reception, restaurants, toilets, shops, entertainment club, mini club and laundries.
- - Informative posters on the measures to be taken in each space.

RECEPTION:

When checking in, please follow the instructions of our staff.

- - Obligation to disinfect your hands with a hydroalcoholic gel at the entrance.
- - Maximum capacity of 3 people
- - There will be a protective screen to ensure the safety of all.
- - Use of a mask is recommended.

AQUATIC SPACES:

Our staff will control the capacity of aquatic areas and regularly disinfect surfaces.

- - Until June 21, the occupation will be limited to 30% with groups of maximum 20 people. After phase 3, the allowed capacity will be increased.
- - The cleaning and disinfection protocols of all water areas will be reinforced.
- - Loungers will be disinfected when pools are opened and will be disinfected after each use.
- - Loungers shall be placed at an appropriate distance.
- - You will be able to swim at the beach without any problem, always taking into account the safety distance.

NEW CLEANING PROTOCOLS

We will reinforce our cleaning protocols to guarantee safe spaces.

- - Two cleaning teams will disinfect each bungalow/mobilhome after each departure and before each arrival.
- - There will be a receipt from the specialized company with the day and time of disinfection.
- - In the toilets, the cleaning teams and staff will be reinforced for continuous disinfection using specific products.
- - Some areas of toilets may not be used during this season to ensure the application of the social and hygiene distance protocol.
- - Continuous cleaning of the common areas with specific disinfectant products will be carried out.

BARS AND RESTAURANTS

- - Adaptation of spaces to comply with the maximum permitted (75% tables).
- - Distance of 2 m between tables.
- - Consumption at the bar allowed if the distance of 2m is respected.
- - We will review the disinfection protocol for all food.
- - Maximum of 20 people per group (until the end of phase 3).

SAFE ANIMATION

Fun with protection is possible.

- - In closed spaces there will be no groups of more than 10 children with their monitor.
- - Priority will be given to outdoor activities for children.
- - We reduce the capacity of the sports facilities according to the requirement dictated by the authority to 30%.
- - The shows will continue but with the capacity of the cinema-theatre will be reduced to 50%.
- - The elements for joint use will be disinfected after each one (bows, rackets, scissors, golf clubs...).