

CUSTOMER GUIDE

For your: SEA, SAFE & FUN holiday

As always, our goal is for you to spend great holiday moments with us.

This guide introduces the solutions that we have put in place with regards to the current sanitary situation to keep you and our staff safe so that you can relax and fully enjoy your holidays.

These precautions will only make sense if every one of us demonstrates self-discipline. At Le Sérignan Plage we have faith in you; we know we can count on you, on your sense of respect towards others, to be able to meet this challenge.

These solutions may change over the summer period, depending on the evolution of the situation and regulations.

Consequently, holidaying in 2020 will for sure be different but just as enjoyable.

Catherine & Jean-Guy AMAT

The elements contained in this Guide serve as a supplement to our Internal Rules and Regulations concerning the Campsite and commits the client to respect them.

The sanitary measures put in place correspond to the application of :
- The Sanitary Charter for "HÔTELLERIE DE PLEIN AIR"
- The recommendations of the High Council for Public Health

This year, before leaving home, don't forget:

- **To make a booking, which we strongly recommend this year.**
- Please bring your own pen to be able to register at the Reception.
- To download the Yelloh! App, so you can follow the entertainment program, the activities proposed both inside and outside the Campsite and the times for all our services (This year the Yelloh! News program will not be distributed...)
- **Your own hydro alcoholic gel and masks for all the family because the wearing of is mandatory inside certain establishments' and shops.**
- **Bring your own beach mattress to lie on the sun loungers at the Lagon pool and in the Balnéo area. Effectively, we request the use of your personal mattress within a «preventative measures» framework.**
- **Your sports mat, if you wish to participate in certain fitness activities.**
- **Your swimming costume or trunks (not long) as this year, they are mandatory attire at the Lagon poolside. Idem for afternoons at the Balnéo.**
- **Your smile and cheerfulness.**



At the Reception How will it work?

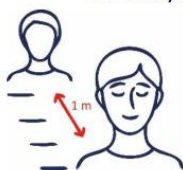
- One person per family can be admitted into the Reception. Please avoid entering the Reception with handbags, suitcases....
- If necessary, please wait outside (don't worry the weathers' warm!) until a reception booth is free.
- The documents that will be handed to you will have been prepared more than 24 hours in advance.
- Payment by credit card is preferable.
- Your holiday invoice will be sent by email.
- **Whatever your arrival time, there will always be someone to welcome you.**

General Measures applied throughout the Campsite.



Use disinfectant products or wash your hands with soap before entering a public building and whilst using collective equipment.

Cough and sneeze inside your elbow fold or in a disposable tissue and throw it away correctly.



Respect Social Distancing with a minimum of 1 M, in all areas and the direction of circulation when indicated.

The use of a mask is only necessary when inside public structures and shops. A maximum people capacity will be posted at the entrance. Masks will not be mandatory outside.



10 personnes MAX

Groups of more than 10 people are not permitted.

Emergency contact number (Security Guard) 24/7.: 0033 618 381 3 48

In cases of suspected contagion with COVID-19 (respiratory difficulties, loss of taste or smell senses) You are requested to inform the Campsite's COVID Case Manager, **MR. Yannick BOUSQUET-MARCHESE**, on **0033 755 596.8 19** who will immediately direct you towards an adapted medical service

The Management has the right to request a temperature check on a client or staff member or to request a sworn statement certifying the absence of Covid 19 symptoms.

In the case of a contamination after your stay onsite, we would be grateful if you could inform us, in order to enact with disinfection procedures.

Swimming



US

- We rigorously comply with regulations towards the water treatment of our aquatic areas in order to inactivate micro-organisms of which the virus. So that the water in our pools is **disinfected and disinfected**. Fully complying with Public Health Code standards. Our structures are equipped with automatic analysers, permanently checking the data. Several times a day, manual checks are also carried out.
- The beaches and all the public facilities you could come in contact with are regularly disinfected. Notably the toilet, ramps, handles gates...
- The amount of sun loungers has been adjusted to fit into the French Governments' outlines on Social Distancing. In High Season, in order to permit a more tranquil usage, we may have to organise access to swimming areas to be able to continue to respect Social Distancing measures. In this case and if necessary, **opening times will be adapted, therefore guarantying access.**
- The poolside assistant is in charge of enforcing the Social Distancing rules so that you can enjoy your holiday time.

YOU



- Swimming costumes or trunks (not long) are mandatory this year (knee-length shorts, shorts with pockets, baggies or under wear are strictly forbidden).
- Hydro alcoholic gel is available at the entrance to these areas and at the start of the Waterslide Park.
- Sanitising products will be available to you if you wish to disinfect your sun lounger and you are allowed to use your own beach mat (not supplied).
- You are requested to respect Social Distancing regulations whilst lounging and whilst going towards the pool.
- You must obey the poolside assistants' instructions.
- If attendance increases and so that everyone can enjoy these areas, we ask for your patience, to wait a while before going swimming, to spend less time in and just around the pool. Luckily, **our pools are large and so are the surrounding areas.**



LAGON POOL AQUATIC PLAYGROUND WATERSLIDE PARK

- The whole area is open.
- On the waterslides, Distancing must be respected (as usual...)
- The Children's aquatic playground is open without the water projections.
- As every year, in July & August a nominative card is needed to access this area. This year it will be handed to you at your arrival (without a photo).
- For your safety, access is limited to a certain number of loungers, **don't worry as there's a lot deployed around the 6 000 m² area!**

INDOOR pool

- More than ever, this is reserved for baby swimmers and their parents.
- This year, it will not be able to hold more than 4 families simultaneously in the water (which is rarely the case). This pool is unsupervised. In bad weather, it will not be an option to open to all.
- Initially, there will not be any aqua gym sessions held inside.

The BALNEO

- As each year, it is open in the mornings for Naturists and in the afternoons, the wearing of a swimming costume/ trunks (no shorts) is mandatory. A peaceful and relaxing area therefore access is limited to 2 adults (over 16 years old) per emplacement. In July & August. Check points, by means of access cards (given at your arrival) will be present at the entrance.
- Access is limited by the number of loungers. Again, we have a lot and over **2 500 m² to place them in total safety.**

The BEACH

- It is open! You are allowed to swim, walk **and sunbathe as long as you wish!**
- If it is peace and quiet you are after, choose the spacious left hand side.
- You can rent time on a stand up paddle and sea-kayaks on the other side of the dune. The Beach Hut will not be set up on the beach this year.

The Facilities

The Restaurants

- Open principally for outside dining on our spacious terrace areas where Social Distancing Regulations are easily applicable.
- You will also have the possibility to order cooked dishes to Take-Away and eat at your accommodation or even get pizzas delivered!

The Boutiques

- Out of consideration for our staff members, the wearing of a mask is mandatory inside the establishments.
- The maximum number of people allowed inside at one moment is indicated at the entrance. Please respect the indications by waiting outside.

Communal Sanitary Facilities

US

- We have condemned equipment not permitting a correct social distance (for example adjacent sinks)
- Where it was possible, we have set up circulation directions, representing the entrance and exit of each building.
- **We have increased the cleaning frequency by adapting our disinfection and cleaning procedures.**

YOU

- Do not station in the sanitary hallways: if necessary, wait outside respecting Social Distancing of at least 1m.
- For everyone's protection, as soon as you enter the sanitary , **please wash your hands with soap or disinfect with the hydro alcoholic gel which is made available**
- If you so wish, you may proceed to disinfect various points of contact yourself with which you may come in contact (door handles, taps and shower head, toilet seat etc.) with the available disinfectant and paper roll.

Your ACCOMMODATION

US



- Although we already were above par with our hygiene measures concerning our accommodation. Evidently, this year we have adapted our cleaning procedures to include the additional requirements, engaged our Housekeeping Officials expertise to strengthen our competent teams' capacity with extra training.
- All contact points will be systematically disinfected, notably, work surfaces, light switches, taps, door handles, tables, chairs, crockery, domestic appliances, fabric, bed linen etc. Each with suitable products (selected and used with the objective not to harm the environment). A disinfectant will be applied onto cushions, curtains and mattresses and the outside furniture.
- Sheets and bathroom towels (included in some accommodation types) are professionally cleaned by the company Élis. Scrupulously subjecting itself to the French Government's decree relative to our current sanitary crisis with: a 60°C wash in detergent products (anti-bacterial viricidal and anti-fungal.), a 180°C drying process and with a computerised filmed market preparation.

You. Upon arrival.

- We will be happy to welcome you from midday however, in order to allow a maximum of time between each occupant, your keys will be available as from 5 p.m. are here to welcome you even if you wish to arrive late in the day.
- ***If you don't wish to use the sheets and towels laid out for you (in certain accommodation types) you can bring your own. Please tell us this before your arrival In which case we will issue you with a 30 € gift voucher to spend at La Boutique, our onsite decoration shop.***

You. Upon departure

- In order to allow a maximum of time between each occupant, we request that the accommodation be vacant **at 10 am. at the latest.**
- We also request that you leave the windows wide open so that fresh air can circulate.
- Dispose of your rubbish and do the washing-up as this is NOT included in the Final Clean package and therefore subject to a supplementary charge.
- If you have used the provided bed sheets and towels (in certain accommodation types) Please place:



- **Bed sheets, bathroom towels, bath mat --> in the provided green fabric bag. (provided)**
- **Draw sheet, pillows, tea-towels --> in the provided yellow fabric bag. (provided)**

The Entertainment



Children

- **The reception of the 4 to 10 years old** is provided from Monday to Friday from 10am to midday and from 3pm to 5pm, per group of 10 to one animator. Of course there will be several animators and several groups. As a result, enrolment is via the «Mini-Club Board» website <https://miniclub-board.com/login> (link is also provided in the mail “soon on holiday!”) available 7 days in advance of your arrival date. Inscriptions are limited to one half day, per day, per child.
All activities will take place outdoors. The equipment used by the children for the whole activity duration, is disinfected after use. The animators are vigilant and ensure that the non-exchange of materials between children and regular hand washing is followed.
- **Additional receptions are also organised for «parents and children» activities.**
- The 10 -13 years old will also have their club starting on the 29th of June.
- The Toddler Playhouse, the Carrousel, and the Trampolines are closed for the month of June.
The outdoor Playgrounds will open from the 22nd of June.



SPORTS

- Fitness classes, Yoga, Cross training, and Aqua gym will be proposed outdoors; on the beach, in the sea, at the Lagon pool in the centre square etc. For certain activities you will have to bring a floor mat and or towel. Safe distance measures will be implemented by floor markings.
- Sports fields tennis, table-tennis, beach-volley, multisport, pétanque are available for you to use. Initially we will not be organising any sports tournaments.



EVENINGS

- There will be entertainment such as live bands, touring entertainment and surprises through the Campsite's alley ways and on the beach.
- There will be concerts as well as shows on the centre stage. The centre square is large and provides enough space for us to set up tables and chairs whilst respecting social distancing measures. , You will have to dance around the table (without moving it) as for the moment; there's no dance floor...

