



Measures Anti-Covid

2020



Enjoy
of our holidays
with caution
and security



01 General information

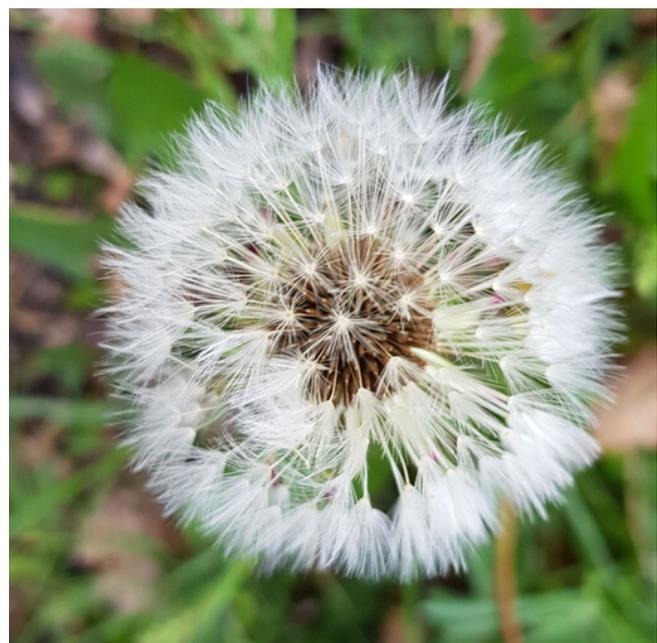
They will fulfil strictly the protocols of security established by the Government that require a serious commitment by both parts and will inform through posters of the procedures to be followed, the measures that have to be applied and the capacity.

It will limit the direct contact and will be of compulsory fulfillment the safe distance of 2 metres between people in the zones of common use and in his defect, the use of mask.

It will facilitate desinfectant gel in the common zones of the enclosure.

It will reinforce the cleaning and disinfection so much in the external surfaces after the attention of each customer, as well as in accommodations and common zones, also will increase the frequency according to the valid legislation.

**"THE CLEANING
WILL REALISE WITH
PRODUCTS
CERTIFIED AND
AUTHORISED"**





02 If I present symptoms

What have to do if I present symptoms?

If you present symptoms remain you in your house to warn the contagion of workers and other customers of the camping. Communicate it to your sanitary personnel of reference.

What have to do if I present symptoms and find me in the installations of the camping?

In front of the minimum doubt that you suffer compatible symptoms with the illness COVID-19, communicates this situation to the personnel of the establishment.



03

Measures adopted

Measures adopted in the Reception

- They will fulfil strictly the safety protocols established by the sanitary authorities. It will inform with signs of the measures applied, the procedure to be followed and of the capacity.
- It will limit the entrance in reception. The contact will remain limited by means of protective screens.
- It will facilitate desinfectant gel at the entrance.
- The keys of the accommodations will be disinfected before being delivered.
- The check-in will be realised by one person.
- The payment of the stay will realise by banking transfer, payment with credit card or other electronic means , preferably by means of contactless.

Measures adopted in the Accommodations

- If the stay of the customer saw affected by restrictions of mobility and/or opening restrictions of the establishment caused by the situation COVID-19, will give back 100% of the amount advanced with no conditions.
- The accommodations will clean and will disinfect after each stay with desinfectants certified and authorised by the Ministry of Health.
- It will realise a specific cleaning of those manipulable elements and of high contact like taps, switches, banister, showers, pieces of furniture, appliances, doors ,handles, etc.



Measures adopted in the Blocks of Services

- Es compliran estrictament els protocols de seguretat establerts per les autoritats sanitàries. S'informarà amb cartelleria de les mesures aplicades, el procediment a seguir i de l'aforament.
- It will keep a safe interpersonal distance of two metres. It will be obligatory the use of mask when it can not guarantee this distance.
- It will facilitate desinfectant gel in the access.
- It will increase the frequency of cleaning in accordance with the current legislation.
- The cleaning and disinfection will realise with desinfectants products certified and authorised by the Ministry of Health.
- It will realise a specific cleaning of those manipulables elements and of high contact like taps, switches, handrails, showers, doors and handless, etc.

Measures adopted in the common zones

- They will fulfil strictly the protocols of security established by the sanitary authorities. It will inform with signs of the measures applied, the procedure to be followed and of the capacity.
- It will keep a interpersonal safe distance of two metres. It will be compulsory the use of mask when it can not guarantee this distance.
- It will increase the frequency of cleaning in accordance with the valid legislation.
- The cleaning and disinfection will realise with desinfectants products certified and authorised by the Ministry of Health.
- It is forbidden to drink directly of the sources and it will be necessary to disinfect the hands before and after his use.
- In some spaces will inform of the capacity allowed by means of sign.



Measures adopted in the bar and the shop

- They will fulfil strictly the security protocols of established by the sanitary authorities. It will inform with signs of the measures applied, the procedure to be followed and the capacity.
- The contact will remain limited by means of protective screens and will keep a interpersonal safe distance of two metres. It will be compulsory the use of mascarilla when it can not guarantee this distance into of both premises.
- It will facilitate desinfectant gel.
- DAfter each service will proceed to clean and disinfect the surfaces used (tables, chairs, bar)
- The cleaning and disinfection will realise with products desinfectantes viricidas certificates and authorised by the Ministry of Health.
- The payment will realise preferably with credit card or with other electronic means , preferably with contactless.

Measures adopted in the Swimming pool

- Information of the capacity maximum detailed whit sign according to the sanitary authority.
- Distance between swimmer as it detail.
- The cleaning and disinfection will realise with desinfectants products certified and authorised by the Ministry of Health.



We wish you
a good stay

Citizen helpline for coronavirus in
Catalonia:
061 / 112

Sort medical center:
973 62 14 65

Llavorsí medical center:
973 62 21 52

Esterri d'Àneu medical center:
973 626 060