

# CAMPING



# CABOPINO

Dear clients,

The current climate, caused by COVID-19, requires establishing protocols to ensure:

- Nothing increases the risk of infection to the community on site during your stay in our facilities
- Necessary measures are established for the health & safety of all staff

Please read this document carefully as it gathers together the recommendations and guidance, without prejudice to current legislation, which Camping Cabopino will put into practice and must be complied with during your stay on-site to minimize the sanitary and hygienic risks caused by the COVID-19 virus

By accessing our facilities, you expressly agree that you will comply with our procedures including the safety rules of which you will be informed either prior to or on your arrival.

## WHAT IS COVID-19?

You probably already know that COVID-19 is a disease, produced by the SARS-Cov-2 Coronavirus, a virus detected for the first time in December 2019.

The most common symptoms of this disease are: fever, sneeze and cough, feeling of breathlessness.

Other symptoms may include: tiredness, aches, runny nose, sore throat, headache, diarrhea, loss of sense of smell or taste.

## WE CARE ABOUT YOU AND YOURS.

Our main concern is to ensure that the risk of infection does not increase. As a result, we have established necessary protection measures, both for you and yours and for the campsite staff.

In the preparation of this document, the directives issued the Ministry of Health of the Government of Spain and the ICTE (Spanish Institute of Tourist Quality) have been taken into account in order to offer you best practice relating to services, facilities and personnel to deal tackle the virus.

Human and material resources have been assigned (Individual Prevention Equipment -PPE - face masks, protective masks, gloves, hydroalcoholic gel, screens), as well as protocols for taking action in the event that any employee or client shows any symptoms compatible with COVID-19.

Our personnel have been tested according to the sanitary criteria established by the appropriate authorities, and been passed as fit for their job

**YOU SHOULD NOT FORGET THAT MINIMIZING the risks of infection is a JOINT EFFORT in which you PLAY AN ACTIVE PART.**

## WHAT TO TAKE INTO ACCOUNT DURING YOUR STAY

First of all, please respect and comply with the directions set out in the signage distributed and posted throughout our facilities and follow the instructions contained herein and those of our staff

### ARRIVAL AT THE CAMPSITE

1.-Clients with online check-in and who have paid the full cost of their stay: They will, in mid and high seasons, from 10.00am to 8.00pm, have the benefit of using our preferential check-in confirmation counter located outside reception to make their arrival faster and safer.

In the case of parcela clients, the location of these will be marked on the map given to them. The same will apply to bungalow clients. In addition to the map they will be given the key and the TV and air conditioning controls which will have been disinfected prior to receiving them.

2.-Clients without online check-in: they must go directly to reception.

If the staff are busy, they must quietly wait their turn, respecting the WHO recommended safety distancing 2 metre rule. They will be attended to as soon as possible. In observing the safe distancing rule, only three people may be inside the reception at the same time - Only one person per family

\* As far as possible, please make your payment by card contactless. In cases of making a card payment, the staff member will not touch the card at any time. Only clients will use the machine/dataphone after which, in each instance, it will be disinfected

\* Camping Cabopino has enabled a WhatsApp number so that clients do not have to physically go to the reception if they require medical assistance, to report a fault or require a maintenance call-out - from 8.00am. to 10.00pm - Schedule/Timetable information, extension of your stay, etc. ...

\* To ensure your safety, we have removed all information brochures from our counters regarding our facilities, excursions, recommendations, etc... so if you are interested in obtaining one, please request it from the receptionist(s) on duty.

## WHAT PREVENTIVE MEASURES SHOULD YOU TAKE TO AVOID INFECTION:

- Avoid physical contact greeting, including shaking hands, with either staff and/or other customers.
- Throw away any personal hygiene waste - especially disposable tissues - immediately into wastebaskets or containers - NEVER on the floor or outside the wastebaskets.
- Wash your hands often and thoroughly following WHO recommendations, especially after sneezing, coughing, or touching potentially contaminated surfaces.
- Use the hydroalcoholic solution dispensers that you will find in different areas of the campsite.
- Observe the safety distancing 2 metres rule and avoid crowds.
- We recommend the use of suitable and appropriate footwear for showers.
- In the shower/toilet blocks, to use the toilets, sinks, showers and urinals, wait your turn always observing the safety distance and do not remain inside the toilet or shower areas unnecessarily while they are busy.

Respect the instructional signs.

## FOR OUR PART

As we have indicated above, we putting into practice the directives issued by authorised and appropriate organisations to provide to our staff, depending on their job, among others:

- Specific training based on: Use of equipment, use of both cleaning and disinfection products (both for personal care & use and the tasks of their job) and preventive maintenance plans.
- Material: Masks, gloves, protective glasses with built-in frames.

**WE WISH YOU A HAPPY STAY AND WE WILL BE DELIGHTED TO HELP YOU IN EVERY WAY WE CAN USEFULLY SERVE**



# ENJOYING HOLIDAYS IN A SAFE ENVIRONMENT IS EVERYONE'S RESPONSIBILITY

## RECEPTION

- \*Maximum 3 clients inside. Only one person per family can access, who must provide the ID of all travellers in their party.
- \* Politely and quietly wait your turn, always observing the safe distancing 2 metre rule
- \* Disinfect your hands with the hydroalcoholic solution available inside when entering and leaving.
- \* Use of mask mandatory. The reception has been provided with protection screens.
- \* The staff know and understand the protocol and have been provided with personal protection equipment - PPE
- \* There is a preferential scheduled time slot from 8.00am to 10.00am for people over 65 years of age.
- \* Contactless payment system is recommended. The dataphone is disinfected after each use.
- \* In bungalow reservations, the accommodation key is disinfected before handover
- \* The WhatsApp number 676935934 has been enabled for communications with the reception to avoid crowds. You can use this number to report breakdowns or any incident. We ask you to use it responsibly.

## PREFERENTIAL CHECK-IN CONFIRMATION COUNTER

- \*Exclusively for clients and their party who have correctly checked-in online. Available in mid & high season from 10am to 8pm.
- \*Politely and quietly wait your turn, always observing the safe distancing 2 metre rule.
- \*Use of mask mandatory.

## LAUNDRY

- \*Maximum 2 persons inside.
- \*Politely and quietly wait your turn, always observing the safe distancing 2 metre rule marked on the ground
- \*Disinfect your hands with the hydroalcoholic solution available inside when entering and leaving.
- \*Use of mask mandatory.

## COMMUNITY SALON

- \*Maximum 10 persons inside. Politely and quietly wait your turn, always observing the safe distancing 2 metre rule.
- \*Disinfect your hands with the hydroalcoholic solution available inside when entering and leaving.
- \*Use of mask mandatory.

## ADULT EXERCISE PARK & CALISTHENICS PARK

- The equipment will be disinfected 6 times a day.
- \*Disinfect your hands with the hydroalcoholic solution at your disposal.
- \*Calisthenics - Only person per exercise space
- \*Exercise Park-Only person per piece of apparatus
- \*Always wear a mask if you are unable to observe the safe distancing rule.

## FOOTBALL & BASKETBALL COURT

- \*The court will be disinfected with a spray at the beginning of each day.
- \*Use of mask mandatory.
- \* Only players are allowed and permitted to remain on the court.

## CHILDREN'S PLAYGROUND

- \*The equipment will be disinfected 6 times a day.
- \*Disinfect your hands with the hydroalcoholic solution at your disposal.
- \*One person per piece of equipment or apparatus.
- \*Always wear a mask if you are unable to observe the safe distancing rule.

## CIRCULATION OF PEOPLE

- Please respect the direction of road traffic.
- \* Always keep to your right in the direction of travel to try and respect the safety distancing rule with other users at all times.
- \*Use of mask mandatory.

## ARRIVAL PARKING AREA

- To avoid crowds, an extra parking area has been created for new arrivals. Follow the signage guide upon arrival. Only one person in the group can get out of the vehicle to check-in.
- The remainder, please stay in the car until you reach your accommodation.

## SHOWER/TOILET BLOCK

- \*For both safety & personal sanitary protection and to avoid crowds, campers with toilets/showers in their caravan or motorhome are strongly encouraged to use their own facilities.
- \*Maximum 4 people inside each of the showers and toilets.
- \*Politely and quietly wait your turn, always observing the safe distancing 2 metre rule marked on the ground.
- \*Wash your hands with soap and water for at least 40 seconds when entering and leaving.
- \*The bathrooms will be cleaned a minimum of 6 times daily to ensure total disinfection of the facilities.
- \*The cleaning and maintenance staff know and understand the protocol and have been provided with personal protection equipment - PPE.
- \*Always wear a mask if you are unable to observe the safe distancing rule.

## PETANCA & CHEMICAL TOILET

- \*This area is disinfected every day.
- \*Use of gloves Mandatory.
- \*Always wear a mask if you are unable to observe the safe distancing rule.

## PARTYLANDIA

- \*The ball park area is closed as a protection measure.
- \*In order to guarantee the safety distancing rule, Partylandia will only offer creative activities and crafts to a limited total of 8 families per session. Sessions will last for 45 minutes and must be reserved the day before. Between sessions, materials, equipment and furniture will be disinfected.
- \*To access the facility, politely and quietly wait your turn, always observing the safe distancing 2 metre rule marked on the ground
- \*Disinfect your hands with the hydroalcoholic solution available inside when entering and leaving.
- \*Always wear a mask whenever the safety distancing rule of 2 metres cannot be observed.

## ACTIVITY & ENTERTAINMENT PROGRAMME

Modified activity/entertainment system with prior reservation. Paper brochures are removed for health & safety. The programme is available on our social networks including our website [www.campingcabopino.com](http://www.campingcabopino.com).



# ENJOYING HOLIDAYS IN A SAFE ENVIRONMENT IS EVERYONE'S RESPONSIBILITY

## SWIMMING POOLS

- \*Disinfect your hands with the hydroalcoholic solution located in the access door before entering and leaving the pool area.
- \*Use of a mandatory mask whenever the safety distancing rule cannot be observed.
- \*Deposit the waste accrued during your stay in a closed bag in the containers located in the pool area
- \*Due to the limited capacity and to improve safety, we are introducing a session based routine - 6 sessions - with everyone accessing and leaving the pool area together after the session to allow it to be disinfected.
- \*Children under the age of 14 must always be accompanied by an adult, including in the pool and remain within the space occupied by the family unit. Outside of it they must respect the social distancing rule (2m).
- \*Must shower before going in water.
- \*During the 1st hour of the covered pool opening priority will be given to the over 60's and the other vulnerable groups - high blood pressure, diabetes, chronic cardiovascular and lung diseases, cancer, immune deficiencies and pregnant women.

### COVERED POOL

Enclosure capacity: 30 pax / Capacity in the water: 28 pax

**MORNING SESSION**  
From 10.15am to 14pm

**AFTERNOON SESSION**  
From 16.15pm to 20pm

**RESERVATION OF THE MORNING SESSIONS FROM 10AM A 10.15AM EXCLUSIVELY**

During this period, you can reserve a place, initially on the 1st session until fully booked, then on the subsequent 2nd & 3rd sessions until their full capacity is reached.

**RESERVATION OF THE AFTERNOON SESSIONS FROM 16PM A 16.15AM EXCLUSIVELY**

During this period, you can reserve a place, initially on the 1st session until fully booked, then on the subsequent 2nd & 3rd sessions until their full capacity is reached.

From 10.15am to 11.25am  
Technical pause for disinfecting (10 minutes)

From 11.35am to 11.45am  
Technical pause for disinfecting (10 minutes)

From 12.55pm to 14pm

From 16.15pm to 17.25pm  
Technical pause for disinfecting (10 minutes)

From 17.35pm to 18.45pm  
Technical pause for disinfecting (10 minutes)

From 18.55pm to 20pm

### OUTDOOR POOL

Enclosure capacity: 90 pax / Capacity in the water: 49 pax

**MORNING SESSION**  
From 11am to 14.45pm

**AFTERNOON SESSION**  
From 16.15pm to 20pm

**RESERVATION OF THE MORNING SESSIONS FROM 10.45AM A 11AM EXCLUSIVELY**

During this period, you can reserve a place, initially on the 1st session until fully booked, then on the subsequent 2nd & 3rd sessions until their full capacity is reached.

**RESERVATION OF THE AFTERNOON SESSIONS FROM 16PM A 16.15AM EXCLUSIVELY**

During this period, you can reserve a place, initially on the 1st session until fully booked, then on the subsequent 2nd & 3rd sessions until their full capacity is reached.

From 11am to 12.05pm  
Technical pause for disinfecting (15 minutes)

From 12.20pm to 13.25pm  
Technical pause for disinfecting (15 minutes)

From 13.40pm to 14.45pm

From 16.15pm to 17.20pm  
Technical pause for disinfecting (15 minutes)

From 17.35pm to 18.40pm  
Technical pause for disinfecting (15 minutes)

From 18.55pm to 20pm

### SESSION RESERVATION SCHEDULE: RULES FOR THE ISSUE OF TICKETS

- \* Tickets will be issued and picked up exclusively according to the published session issue and collection schedule.
- \* For your session, you MUST be punctual. From the start time indicated on your ticket, you will only have 15 minutes to access the pool area, otherwise the ticket will be declared INVALID and entry will be denied.
- \* While queuing, the safety distance rule - 1.5 metres - must be observed.
- \* To enter the pool area, the ticket must be presented and handed to the lifeguard on duty. Any loss of ticket will result in you automatically forfeiting your right to take part in the session.

**TODAY MORE THAN EVER WE MUST CARE FOR EACH OTHER**

