



GUIDELINES SEASON 2020

With reference to the indications contained in the technical sheets of the Guidelines for the hospitality, given in the 25th May 2020 report of the Conference of Regions, and in line with the national indications, we inform you that :

IN COMMON OUTDOOR AREAS GUESTS HAVE TO RESPECT THE INTERPERSONAL SAFETY DISTANCE OF 1 METER. WHERE IT WILL NOT BE POSSIBLE, THE USE OF FACE MASKS IS MANDATORY.

IN COMMON INDOOR AREAS GUESTS (from 6 years old on) WILL ALWAYS HAVE TO WEAR FACE MASKS. (i.e. Reception, Cash Desk, Bar, Restaurant, Market, Sanitary facilities, Info Point, Boutique, Laundry room, Infirmary, Rubbish collection's stations) **and from 18:00 to 6:00 o'clock also in outdoor areas, where gatherings occur or could occur.**

THE INTERPERSONAL SAFETY DISTANCE DOES NOT APPLY TO MEMBERS OF THE SAME FAMILY GROUP OR COHABITANTS, NEITHER TO PERSONS STAYING IN THE SAME ACCOMMODATION OR PITCH, NOR TO PERSONS THAT, BASED ON CURRENT REGULATIONS, ARE NOT SUBJECT TO INTERPERSONAL DISTANCING (the latter aspect relates to individual responsibility).

BODY TEMPERATURE MAY BE MEASURED AT YOUR ARRIVAL AT THE CAMPSITE AND AT EVERY ACCESS TO COMMON AREAS. THE ACCESS WILL BE PREVENTED IF THE DETECTED TEMPERATURE IS OVER 37.5 °C.

DAILY VISITS OF RELATIVES OR FRIENDS WILL NOT BE ALLOWED TO LIMIT THE POSSIBILITY OF INFECTION.

- With regard to the **CHECK-IN and CHECK-OUT PROCEDURES**, automation systems and different technological solutions will be adopted in order to reduce the waiting time and to limit the stay to the necessary time to provide the service.
- **HOLIDAY ON CAMPING PITCHES:** the housing units (tents, roulotte, caravan or camper vans) must be placed with the entrance door as far away as possible from the border with the other pitch in order to ensure the compliance with the measures of 3 meters between the two entrances.
The distance of at least 1,5 meters must be respected when fittings or appliances (i.e. tables, chairs, sun beds and/or deck chairs) are used.
We recommend the frequent disinfection of outdoors and indoors areas during your stay and to use the toilet building close to your pitch.
- **HOLIDAY IN MOBILE HOMES/BUNGALOW or APARTAMENTS:** before your arrival, the accommodations will be cleaned and sanitized. We also encourage our guests to use private bathrooms within the accommodation.
We recommend the frequent disinfection of outdoors and indoors areas during your stay.
- In **ALL ENVIROMENTS AND PREMISES** and in shared **SANITARY FACILITIES** the regular cleaning and disinfection will be ensured. Sanitary facilities will be cleaned according to the influx of guests and to the percentage of capacity, with a frequency of 2/3 times a day. Some sanitary facilities present shower stalls with washbasin.
Dispensers with hydroalcoholic solutions for hands hygiene will be positioned in several strategic points within the campsite.
- **CAMPERCLEAN:** the service will be at your disposal (upon payment) to disinfect the WC box of your camper vans.
- **PLAYGROUNDS:** The access will be allowed to children in presence of an accompanying person. We invite parents/accompanying persons to look after their own children in order to respect the interpersonal distancing and the hygiene-behavioural standards according to their degree of autonomy and their age.
Children from 6 years on HAVE TO WEAR FACE MASKS.
- **BEACH:** the distance of at least 1,5 meters between sun beds belonging to different family units has to be maintained. Garments and personal belongings have to be stored in personal bags.

- **POOL:** in order to ensure the interpersonal distancing we were obliged to reduce the number of sun beds and umbrellas.
The disinfection of sun beds and deck chairs will be made after every evening.
We invite parents/accompanying persons to look after their own children in order to respect the interpersonal safety distance and the hygiene-behavioural standards according to their degree of autonomy and their age.
Garments and personal belongings have to be stored in personal bags.
The use of swimming caps and of showers before entering the water and the use of diapers for little children is compulsory.
- **BAR, POOL BAR, ICE SHOP AND RESTAURANT :** The interpersonal distancing has to be maintained. Face masks have to be used at the entrance of the premise until reaching the table and has to be worn again when leaving.
At the end of every service, the surface of the table will be disinfected.
The access to the restaurant will be only upon reservation.
- **SUPERMARKET:** the access will be allowed to only one member of the family unit, which has to wear a face mask and is subject to clean hands with hydroalcoholic solutions.
- **ANIMATION:** The international team will cheer you during your holiday and they will plan all activities in line with current and future dispositions. The majority of the activities can be practised by respecting the safety distance which consists of 1 meter for non-physical activities (such as bowls, darts, gymnastic, bingo, etc.) and of 2 meters for physical activities (such as aerobics, spinning, zumba, etc.).
At the moment dance activities (like baby disco and mini disco) are not allowed.
The detailed program of the activities is on the app. Some Activities are upon reservation, to be done the previous day in the arena from 11 to 12 o'clock.
- **SPORT AREA AND GROUP ACTIVITIES:** during sport activities (i.e. tennis, teqball, ping pong, etc.) at least two meters distance has to be maintained.
We recommend the disinfection of the hands and of the used equipments.
Garments and personal belongings have to be stored in personal bags.
All hired equipment (i.e. tennis or ping pong rackets) will be disinfected after every use.
Group sports (such as football, volleyball or beach volley) are now allowed.
- **SPINNING & BIKE EXCURSIONS:** the distance of at least 2 meters has to be maintained during the physical activity. The disinfection of spinning bicycles or MTB/E-bikes on rental will be made after every use.
Garments and personal belongings have to be stored in personal bags.
- **BOATS EXCURSIONS:** they will take place normally, you must wear the mask.
- **TREKKING EXCURSIONS:** they will be organized, but the transfer with the bus of the campsite will not be provided. Guests will have to reach the start locations with their own cars.

PLEASE, PAY ATTENTION TO ALL INFORMATION SIGNS WITHIN THE CAMPSITE AND FOLLOW THE PATH/OR QUEUE MARKINGS OF EACH SERVICE.

THE APP AND THE SOCIAL MEDIA OF OUR CAMPSITE WIL BE USED FOR COMMUNICATIONS IN ORDER TO PROVIDE USEFUL INFORMATIONS AND IMPORTANT UPDATES AS WELL AS TO LIMIT QUEUES AND MASS GATHERINGS AT THE RECEPTION.

WE REMIND YOU THAT, ACCORDING TO THE DEVELOPMENT OF THE EPIDEMIOLOGICAL SCENERY AND THE PUBLICATION OF FURTHER UPDATES OF THE REGIONAL AND NATIONAL GUIDELINES, MEASUREMENTS HERE INDICATED MAY BE MODIFIED.