



EXTRAORDINARY CONTINGENCY PROTOCOL TO REDUCE THE RISK OF COVID-19 INFECTION

Please read this document carefully as it contains the recommendations to be applied by the campsite in order to minimise the health and hygiene risks caused by the COVID-19 virus, without prejudice to current legislation, and which must be complied with during your stay in our facilities.

By accessing our facilities, you expressly accept its compliance, as well as the safety rules of which you will be informed before your stay and the internal regulations of Camping Playa Almayate Costa

<https://www.campingalmayatecosta.com/es/normativa>

WE CARE ABOUT YOU

Our main concern is to ensure that the risk of contagion does not increase and to this end we have established some necessary protection measures, both for you and your family and for the campsite staff.

For the elaboration of this document we have taken into account the guidelines set by the Ministry of Health of the Government of Spain as well as the ICTE (Spanish Institute for Tourism Quality) in order to offer you the best practices in the service, the facilities and with the staff to face the virus.

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

WHAT YOU NEED TO KEEP IN MIND DURING YOUR STAY

First of all, we ask you to respect and comply with the indications shown on the posters distributed around our facilities and to follow the instructions contained here and those of our staff.

In order to have a correct control of the capacity of the facilities, the capacity of the plots will be as follows:

- Small plot: 4 people maximum
- Medium plot: 6 people maximum.
- Big plot: 8 people maximum.

External visits are forbidden until 31th December 2020, except in cases of overnight stays, with prior notice to the reception and approval by the staff.

Check-out time is 11:00 a. m. and ckeck-in from 1:00 p. m., and it is not possible to enter the campsite before the time indicated above.

In accordance with current health regulations, a temperature check will be carried out on arrival to prevent, as far as possible, any entry that could be associated with the Covid-19.

Our staff will indicate your plot number, once your vehicle is parked at your place you must go with your family and / or companions to reception, all over 16 years must provide their ID cards.

The check-in will be done by families, there cannot be more than one family at the reception, they must wear masks inside the reception and clean their hands with hydroalcoholic gel at the entrance.

On arrival at the campsite you will make full payment for your stay. No refund will be made if you have to leave the campsite early. As far as possible, we ask you to make your payments by card by contactless. If you pay by card, the card will not be manipulated by the employee at any time. After each use the dataphone will be disinfected.

Only people wearing the identification bracelets that will be placed at the check-in may be inside the campsite, after payment of the stay, and they must also provide a credit card number.

This number of whatsapp +34 689 774 639 (or phone +34 952 55 62 89) from 9 am to 9 pm, can be used to avoid having to go to the reception, in case you need medical assistance, information on schedules, maintenance service, etc.

With previous reservation and without it in the check-in the total duration and day of departure will be confirmed, not being able to be modified except for exceptional circumstances. **The number of your plot will be provided by the reception staff and will be the same for the whole duration of your stay.**

If the reception staff is busy, please wait your turn, respecting the safety distance recommended by the WHO (1.5 metres) and you will be attended to as soon as possible.

As far as possible, we ask you to make your payments by card by contactless. If you pay by card, the card will not be manipulated by the employee at any time. After each use the dataphone will be disinfected.

To guarantee your safety we have removed from our main counter any information leaflets about our facilities, excursions, recommendations, etc. . . so if you are interested in obtaining one you can request it from the receptionist.

Bicycles, scooters and skateboards are not allowed on the campsite premises.

The maximum capacity of the pool will be 65 people, with 1 hour per person.

Access to the beach will be from 8:30am to 11:30pm and will be controlled by our staff.

The recommendation of the Vélez-Málaga town hall is to close the playgrounds since it is impossible to comply with the COVID-19 protocol. Therefore, unfortunately, we are forced to close the playground.

WHAT PREVENTIVE MEASURES YOU SHOULD TAKE TO AVOID INFECTION:

- Avoid physical contact greetings, including shaking hands, to staff and other customers.
- Throw away any personal hygiene waste - especially tissues - immediately into the trash bins or containers. NEVER on the floor or out of the bins.
- Wash your hands often, especially after sneezing, coughing, or touching potentially contaminated surfaces, following WHO recommendations.
- Use the hydroalcoholic solution dispensers that you will find in different parts of the campsite.
- Respect the safety distance (2 meters) and avoid crowding.
- It is compulsory to wear a mask in the buildings, streets and common areas of the campsite: reception, restaurant, supermarkets, toilets, barbecues. The use of a mask will be mandatory in outdoor spaces whenever it is not possible to maintain a safe distance.
- We recommend that you wear appropriate footwear for the showers.
- In the toilet modules, for the use of toilets, washbasins, showers and urinals, wait your turn keeping the safety distance and do not stay inside them while they are occupied. Respect the indicator signals.

- In the laundry, maximum 2 people inside, respect the safety distance and use the mask
- In the swimming pool it is not allowed to bring objects that can produce splashes. Children under 12 years of age should always be accompanied by an adult. Any recreational activity is forbidden both inside the pool and in the rest area.
- In the pool, cafeteria, restaurant, supermarket, terraces, barbecues, sport areas and the beach, it is vitally important to keep your distance, respect the capacity, signs and any communication by the campsite employees.

ON OUR PART...

As we have indicated before, we are applying the guidelines set out by competent bodies and our staff, depending on their job, have, among others, the following:

- Specific training based on: Use of equipment, use of cleaning and disinfection products (both personally and in the tasks inherent to their work) and preventive maintenance plans.
- Material: Masks, gloves.

We wish you a happy stay and will be happy to help you.

Thank you for trusting us.