



GOLF DE  
ROSES



Dear Guest,

the current context, caused by COVID-19, requires establishing safety protocols so that your stay in the facilities of the Camping & Bungalow Resort La Ballena Alegre does not increase the risk of contagion, as well as establishing the necessary measures to guarantee the safety of our customers and staff. Please read this document carefully as it gathers the recommendations from the Camping's management to minimize the contagion risks of COVID-19 virus, without prejudice to current legislation, and which must be complied with during your stay in all the facilities of the Campsite as well as in our ION CLUB Golf de Roses Center.

**By accessing our facilities, you expressly accept their compliance, as well as the security and safety regulations that you will be informed of before the start of the visit**

### **What is COVID-19?**

You probably already know that COVID-19 is a disease, caused by the SARS-Cov-2 Coronavirus, a virus first detected in December 2019. The most common symptoms caused by this disease are: fever, cough and feeling of shortness of breath. Other symptoms may include: tiredness, aches, runny nose, sore throat, headache, diarrhea, loss of sense of smell or taste.

### **WE CARE ABOUT YOU AND YOUR FAMILY.**

Our main concern is to ensure that the risk of contagion does not increase and for this there have been established the necessary protection measures, both for you and for the camping staff as well as for our ION CLUB Team.

For the preparation of this document, the guidelines set by the Ministry of Health of the Government of Spain and ICTE (Instituto de Calidad Turística Española) have been taken into account. We aim to provide you with best practices in service, facilities and staff to minimize and avoid any further contagion.

Human and material resources have been put in place (Individual Prevention Equipment, masks, clear face covers, gloves, hydroalcoholic gel, screens), as well as an action protocol in the event that any employee or client shows any symptoms compatible with COVID-19. Our staff have been subjected to tests according to the sanitary criteria established by the pertinent authorities, having given a suitable result to perform their job.



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## **WHAT DO YOU NEED TO TAKE INTO ACCOUNT DURING YOUR STAY**

First of all we ask you to respect and comply with the indications set out in the signage distributed and visible through out our facilities and follow the indications contained herein and those of our staff. In order to avoid having to go to the reception and, in some moments, have to wait some time to be attended, please follow these instructions:

At arrival at the campsite only one person can access the reception to complete the check in process, bringing along the documentation of your companion(s), if applicable. If each one of the reception staff is busy, please wait your turn, respecting the WHO's recommended safety distance (2 meters) and you will be attended as soon as possible.

In order to guarantee your safety, we have eliminated from our counters any informative brochure about our facilities, excursions, recommendations, etc... If you are interested in obtaining one, you can request it from the receptionist.

## **WHAT PREVENTIVE MEASURES SHOULD BE TAKEN TO AVOID CONTAGION:**

- Avoid greeting with physical contact, including shaking hands, both to staff and other customers.
- Throw away any personal hygiene waste - especially disposable tissues - immediately into wastebaskets or containers. NEVER throw them on the floor or outside the wastebaskets.
- Wash your hands thoroughly often, especially after sneezing, coughing, or touching potentially contaminated surfaces, as per WHO recommendations.
- Use the hydroalcoholic solution dispensers that you will find in different places throughout the camping.
- Observe the safety distance (2 meters) and avoid crowds.
- We recommend the use of appropriate footwear when using the common showers.
- We recommend the use of masks in all public places especially when the safety distance cannot be complimented
- In the toilet buildings, for the use of toilets, sinks, showers and urinals, wait your turn keeping the safety distance and do not stay inside them while they are occupied. Respect the existing signs.
- we ask you to respect and comply with the indications set out in the signage distributed and visible through out our ION CLUB Golf de Roses Center and and those of our staff both whilst hiring/ or storing equipment and throughout courses or excursions.



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### FROM OUR SIDE...

As we have indicated before, we are applying the guidelines set by competent authorities and our staff, depending on their job, have been provided with, among others,:

- Specific training based on: Use of equipment, use of cleaning and disinfection products (both personally and in the tasks to be performed during their working hours) and preventive maintenance plans.
- Material: Face masks, gloves, and full protective goggles.

We wish you a happy stay and please do not hesitate to let us know how can we serve you further.

Date :

Signature :