

New preventive measures for health and safety protection

- We have nominated a hygiene manager and elected a committee in charge of assuring that our new health and safety procedure as well as our cleaning standards are strictly respected in an impeccable manner.
- We have re-evaluated our health and safety plan to include all necessary precautions and regulations following the guidelines of our health and safety specialists. We have paid attention to each detail considered potentially dangerous to our clients and staff.
- We have trained our staff with specific health and safety courses, specifically on the new norms and regulations for the prevention against COVID-19 and how to apply them by maintaining our high standards of quality and service.
- We have adopted new technologies to better communicate with our guests and enabling us to keep you informed.
- We have re-evaluated the layout of our common areas to better control the flow of people in order to maintain sufficient physical distances at all times.
- We have equipped all our staff with personal protective equipment.
- We have ensured that personal protective equipment is available to all our guests, with disinfectant gel dispensers distributed around the camping and face masks available at our minimarket, where we also offer other hygiene products for the disinfection of surfaces and food supplies.
- We have put in place a system for traceability with records of all entrances and exits of our guests, staff, and suppliers.
- We have amplified our take-away service and delivery from our restaurant and supermarket.
- We have taken adequate measures for our younger guests to offer them an animation service in total safety.
- We have modified the regulations of our gym to guarantee a healthy and safe workout session.
- We have encouraged our guests and staff to keep physical distancing as much as possible and use personal protective equipment in common spaces.
- We have developed a more advanced communication system with our doctor who is present daily on the campsite and with the emergency hospital unit in case of need.

Cleaning, sanitizing, and disinfecting with the respect for our nature

- Since many years, we rely on the services of companies which specialise in the cleaning and sanitisation of camping's and tourist resorts. Moreover, our dedicated housekeeping staff is present 12 hours a day 7 days a week to ensure the correct cleaning and hygiene procedures of the camping are respected.
- We use specific products based on alcohol and bleach and ozone procedures for cleaning surfaces and the air in common areas as well as in housing units.
- Communal areas such as bathrooms, washing rooms, garages, gym, swimming pool, restaurant, bars, reception, and minimarket are regularly cleaned and sanitized with the use of specific products, according to specific procedures based on current health and hygiene regulations. During the current health crisis, our specific staff will sanitise and/or disinfect each area after the use of each single guest.
- All our housing units are rigorously cleaned, sanitised, and disinfected from top to bottom with specific and special products and follow the procedures based on current health and safety regulations.
- We rely on a professional laundry service for the cleaning and disinfecting of our bed linen, blankets and towels which are provided to guests in sealed packaging.
- Common areas and housing units are sanitised with the use of DO3 air disinfection process with a specific ozone air purifying machine. This ensures the disinfection and decontamination of the air and surfaces as well as eliminating bad odours.
- Clean and wastewater can be directly disposed of on most of our pitches.
- Every air conditioning system and its filters are sanitised and disinfected daily in common areas and after each stay of our guests in housing units.
- Floors, streets, pavements, and beaches are cleaned daily with the use of appropriate machinery.
- Collection of waste, garbage and recycling is carried out daily by our staff which is trained to conduct this procedure in a secure and sustainable manner for the environment.
- Appropriate controls and sanitization procedures guarantee the healthiness of our tap water which comes from our well according to the health and safety regulations in force, offering reduced limestone levels.
- The maintenance of our garden and nature is carried out daily to ensure cleanliness, order and respect for the environment that surrounds us. This includes the disinfestation of the campsite and its green areas against rodents, pests, insects, and other unwanted animals.
- Our security personnel are trained and empowered to intervene also during late night hours ensuring the security and tranquillity of the camping.

- Our doctor and medical urgency service are present daily in case of need.