



Your  
Guide

2020

For natural  
and safe  
holidays

# Your Guide

Our objective is, as it has always been, that you have a great time at Euronat.

This guide presents the solutions we have put in place, in regard to the current health situation, to allow you to fully enjoy your holidays, stress-free, while preserving your safety and that of our employees.

All of these precautions will only make sense if each of us shows good citizenship and common sense. At Euronat we trust you and know that we can count on your sense of respect for others in order to meet this challenge.

These solutions may change over the summer depending on the situation and the regulations.

Your holidays in 2020 will be different, but space and freedom are still Euronat's assets.

**The Euronat Team**

**The elements contained in this guide constitute an update of the campsite's Internal Regulations and commit the customer to respect them.**

The systems put in place correspond to the application: -

- Of the HEALTH CHARTER FOR OUTDOOR HOTELS
- Recommendations of the High Council of Public Health

## This year, before you come, don't forget to:

- make a reservation, which is highly recommended this year.
- bring your hand sanitising gel and masks for the whole family, as these may be compulsory inside certain shops.
- bring your beach towel or pareo for the deckchairs at the pool, for the thalasso and wherever you feel the need to rest or to sit down, but we naturists already know that.
- bring your good mood and optimism !

## At the front desk, what's going to happen?

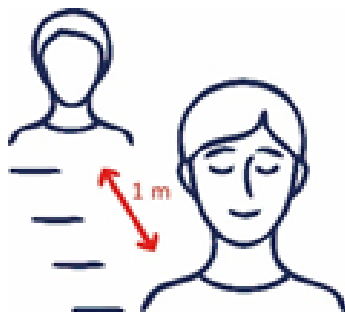
- Only one member per family will be admitted to the reception. Avoid entering Reception with your shopping bag, suitcases or skis...
- Wearing a mask is mandatory.
- Respect the way in and out of the reception area (follow the arrows).
- Respect the distances.
- Please bring a pen for your registration at the reception desk.
- If necessary, please wait outside until a receptionist becomes available: don't worry, the weather will be nice!
- The documents that will be given to you will have been prepared more than 24 hours in advance.
- Credit card payment is preferred.
- We will send you your invoice by email.
- Until half past midnight, there will always be someone to greet you.

# General measures applicable in the whole campsite



Use disinfectant or wash your hands with soap before entering a communal area or when using communal equipment.

Cough and sneeze into your elbow or into a disposable tissue and throw it away afterwards.



Please respect the distance of **1m minimum**, in all areas, and the direction of circulation when there is one

Wearing a mask is only necessary inside shops, where the maximum capacity is displayed at the entrance. **It is not compulsory when outside.**



**10 personnes MAX**

Groups of more than 10 people are not allowed.

In case of suspicion of COVID-19 contagion (breathing difficulties, loss of taste or smell...) you are requested to inform the reception staff, who will immediately refer you to a doctor.

The management reserves the right to request a customer or employee to have their temperature checked or to request a sworn statement attesting to the absence of COVID-19 symptoms.

After a stay, in case of contagion, we would be grateful if you would inform us so that we can implement the disinfection procedures.



# THE SWIMMING POOL

## Us

- We apply strict standards when treating our pool water in order to remove micro-organisms including viruses. The water in our pools is therefore **disinfected and disinfectant**. It meets the norms of the Public Health Code. Our installations are equipped with automatic analysers that constantly check this data. They are also checked manually several times a day.
- The beaches and all the collective equipment with which you may be in contact are regularly disinfected (four times a day). In particular, toilets, ramps, handles, doors, deckchairs...
- Changing rooms: the keys are given to you and disinfected between each use. Lockers are spaced out and disinfected regularly.
- Hair dryers are removed
- The number of deckchairs is adjusted to meet the distance targets. In the high season, we may have to regulate access to the pools to allow a safe use, respecting the principles of distancing. In this case, **if necessary, the schedules will be adapted to guarantee everyone's access to the facilities**.
- The lifeguard is in charge of making sure the distancing measures are respected so that you can enjoy your holidays in peace.

## You

- Hand sanitising gel is available at the entrance.
- Equipment is at your disposal if you wish to disinfect your deckchair.
- No crossing, outgoing customers have priority over incoming customers. Please refer to the signposts.
- We ask you to respect the rules of distance when you settle on your deckchair or when you go into the water.
- You must always follow the lifeguard's instructions.
- If there is a high level of use, you will be asked to wait to go swimming or perhaps stay in the water or on the beaches for a shorter period of time so that everyone can enjoy the water.

**Luckily, the pools are large and the beaches are immense.**



# THE THALASSO

**Details of the health measures deployed at the thalasso are online on the News page of the Euronat website**

## Us

- Safety distances at reception.
- All the personnel wear a mask and gloves for the treatments.
- Hand sanitising gel is supplied
- Disinfection every 90 minutes of the contact points (door handles, reception desk, credit card terminal, etc.).
- Disinfection between each treatment of the equipment (baths, massage tables and wraps, watermass, etc.) as usual.
- Spacing of lockers and disinfection (keys and lockers).
- Organisation of circulation in all areas to avoid crossing others .
- Medical consultations reserved for thalasso treatment customers (no more general medical consultations).
- Regular ventilation of the premises.
- Deckchairs are in staggered rows and spaced out by at least two metres.
- We serve you the infusion drinks.

## You

- You bring your own mask.
- You bring your own pen.
- Limited number of people in saunas ( 90° & 70° ), jacuzzi, showers, swimming pool.
- Compulsory shower before treatment.
- You make an appointment for the marine area and you bring your own towel as usual.

# THE BEACH

- It's open! You can swim, walk, sunbathe and we hope you can lie down for as long as you like.
- If you want more peace and quiet, choose the part of the beach between the two life-guard posts, it is less crowded.

## THE SERVICES

### The restaurants

- They will welcome you mainly on their large terraces where the rules of distancing are simple to apply.
- You will also have the possibility to order take-away meals from certain restaurants to enjoy in your accommodation.
- Hand sanitising gel is at your disposal at the entrance.
- Tables and counters are regularly disinfected.
- A minimum distance of one metre is maintained between two tables.
- Waiters wear masks and wash their hands regularly.
- Payment by contactless card is preferred.

### The shops

- For the sake of the staff, wearing a mask in the shops is strongly recommended.
- The maximum number of people allowed inside is indicated at the entrance, please respect it by waiting outside if necessary.
- A hand sanitising gel is available at the entrance.
- A direction of circulation is indicated to avoid any crossing.
- Payment by contactless card is preferred.

## THE COMMUNAL WASHROOMS

### Us

- Access is reserved for families staying on camping pitches and who do not have individual sanitary facilities, as is the case for mobile homes or certain caravans and motor homes.
- Whenever possible, we set up a direction of circulation by marking the entrance and exit of the building. If this isn't possible, priority is given to people leaving the building.
- The sanitary facilities respect the safety distances.

**We have increased the cleaning frequency by adapting the cleaning and disinfection procedures.**

### You

- Do not stand in the corridors of the sanitary facilities: if necessary, wait outside and respect the social distance of one metre.
- As soon as you enter the sanitary facilities, for the protection of all, please wash your hands **with your soap**.

# YOUR ACCOMMODATION

## Us

- Although we already take great care in the hygiene and maintenance of our rentals, we have, of course, this year: adapted our cleaning procedures with additional attention, reinforced our competent teams in terms of numbers and training, and mobilized our managers.
- Systematic disinfection will be carried out, in particular, on all points of contact (worktops, switches, taps, door handles, tables, chairs, crockery, household appliances, fabrics, bedding, etc.) with suitable products (selected and used sparingly, with the aim of not harming the environment). A disinfectant will be applied to cushions, curtains, mattresses, as well as outdoor equipment.
- Sheets and rental towels are scrupulously cleaned according to government regulations: they are washed at 60° with detergent products (bactericide, fungicide and virucide), dried at 180°, and then wrapped in plastic film.

## You, when you arrive

- In order to leave as much time as possible between each tenant, we advise you to arrive as late as possible (at least after 5 pm). We can accommodate you, even if you wish to arrive late. In this case, give us a short phone call to keep us informed.
- The crockery is clean. However, you can clean it again if you wish.

## YOU, when you leave

- In order to leave as much time as possible between each tenant, we ask you to vacate your accommodation **no later than 9 am**
- Don't forget to do the washing up and empty the dust bin.
- If you have rented linen, please put it into the bags provided at the reception desk or take it directly to the dry cleaner's in the shopping centre.

Reception (9 a.m. to 9 p.m.) 00 33 (0)556093333  
Night Reception (9 p.m. to 9 a.m.) 0033 (0)678629894  
FIRE FIGHTERS 18  
POLICE 17  
MEDICAL EMERGENCY 15  
or 112 with your cell phone if you don't speak french





# THE ACTIVITIES

## CHILDREN'S CLUBS from 5 July to 28 August

- Children will be put into groups of ten with one group leader. Of course there are several group leaders and therefore several groups.....
- Enrolments are limited to one half day per day and three half days per week per child.
- Group leaders all wear masks.
- **All activities are outdoors.**
- The equipment used by the children - for the duration of the activity - is disinfected before and after use.
- Group leaders ensure that children do not exchange materials with each other and that they wash their hands regularly.
- The playgrounds are closed, for at least the month of June.
- The 12-14 and 14-17 year old clubs will both function.

## SPORTS

- Fitness, Yoga, Aquagym classes will take place outdoors. For some activities, you will need to bring your own floor mats and/or towels..
- A safe distance will be maintained.
- Aquagym will take place at the big pool.
- Sports tournaments will not be organized (at least during the month of June). However, the sports areas : beach volleyball, multi-sports, petanque are at your disposal, as are the ping-pong tables....

## EVENING ENTERTAINEMENT

**There will be, concerts, shows and entertainment on the stage as well at the Théâtre de Verdure. Our online programme is on our website.**

## SAFETY INSTRUCTIONS

**No fires or barbecues. Any suspicion of danger (smoke, smell, etc.) must be immediately reported to reception. In the event of a non-urgent evacuation decision (flooding, terrain instability, etc.) follow the instructions of the person in charge. In the event of an emergency evacuation (fire, toxic cloud etc.) take only the minimum of belongings and go to the assembly area. If you witness the beginning of a fire: notify reception immediately, or ask someone to call the fire brigade. You can also fight the fire yourself with a fire extinguisher, or hose pipe.**