



\* EXCEPT NEW GOVERNMENTAL PROVISIONS



## **RECEPTION AND CHECK-IN PROCEDURES**

- Guests body temperature will not be measured by arrival, even if the management is allowed to check it and preventing access in case of temperature > 37.5 degrees Celsius.
- You will be asked to sign a self-certification form confirming that you are not in quarantine, that you have not had flu symptoms in the last 14 days and that your temperature is less than 37.5 C.
- We suggest entrusting the check-in procedure to a single member of the family, who will enter the reception with all the family documents, wearing a mask and sanitizing his/her hands. Gatherings are forbidden.
- We strongly recommend to make your check in online at the link indicated in the booking confirmation, to speed up the registration process on arrival.
- All guests will be given a bracelet for each family member that must be OBLIGATORY worn to allow an efficient access control.
- To ensure our guests' and employees' safety, daily entrances to the holiday park (pools, restaurant, etc.) or daily visits by friends and / or other family members to our guests during the stay are not allowed.



## **MARKET, SHOPS**

- Market and shops entrance is allowed with mask, sanitizing your hands correctly and following the entry and exit path. We remind you to keep at least 1-meter distance from others. Gatherings are forbidden.



## **BAR & RESTAURANT**

- Gatherings are forbidden. Our staff will drive guests to the table, which will be properly sanitized by our collaborators at each family change.
- Inside the restaurant, guests must wear a mask whenever they are not sitting at the table and your hands must be sanitized properly at the entrance.
- Take-away service will be available on reservation.



## **PLAY AREAS**

- Playgrounds are open recommended not to create gatherings; the entrance will be checked by our staff.



## **POOLS**

- The entrance to the swimming pools will be managed by our staff.
- The arrangement of any equipment (deck chairs, sun beds) will be implemented keeping the distances. At each change they will be sanitized by our staff.
- Each guest is invited to take a shower before entering the pool.
- Use of swimming cap in water is mandatory.



## **ANIMATION**

- Outdoor fitness activities (yoga, zumba, etc.) will be increased and on reservation by a maximal number of people to guarantee the social distancing.
- MiniClub will be guaranteed, respecting the correct social distancing. All kids over 6 years old have to wear a mask for the indoor activities.
- All individual sports are guaranteed (tennis, water sports, etc.) and can be practiced in total safety.
- Our animation team will guarantee every form of entertainment possible following the correct social distancing and the ministerial decree.



## **SANITARY GROUPS**

- The sanitary facilities are opened and available for our guests. Gatherings are forbidden. We remind that mask is mandatory in every indoor place.
- Every sanitary groups will be weekly sanitized using authorized biocides.
- Floors and surfaces will be daily sanitized using authorized biocides.
- Sanitizing hydro-alcoholic dispensers' solutions for hand hygiene are available in every sanitary group.
- Guests moving in the common areas must always wear a mask when they are not engaged in ordinary personal hygiene operations.



## **ACCOMMODATIONS**

- According to current regulations, Camping Belvedere uses cooperates with a specialized company which, after ordinary cleaning, sanitizes the accommodation at each guest change using certified cleaning products and hydrogen peroxide.
- Sheets and towels will be provide for a fee after proper sanitization and sterilization.
- Pillows will be supplied with water-repellent and antibacterial protection. Due to hygienic reasons, blankets will be given only on request and for a fee to allow a proper cleaning.
- Fabric complements can be sanitized with a hydrogen peroxide-based product.



## **CAMPING PITCHES**

- Guests' campers, caravans and cars must be parked respecting the distance and pitch borders. Social distancing must also be guaranteed using tables, chairs, beds or deckchairs, etc. Gatherings are forbidden.