



HEALTH PROTOCOL

COVID-19

REFERENT IDENTIFICATION :

The designated referent for Camping le Botanic is Mrs Emilie CASSARD. She is duly trained in hygiene, establishes the present protocol, and will ensure its application and updating. She is responsible for the training of the staff in barrier gestures and the specific protocols of the campsite.

Mrs Emilie CASSARD can be reached via the reception.

BARRIER GESTURES:

GLOBAL BARRIERS

- Installation of the hydro-alcoholic solution or provision of soap :

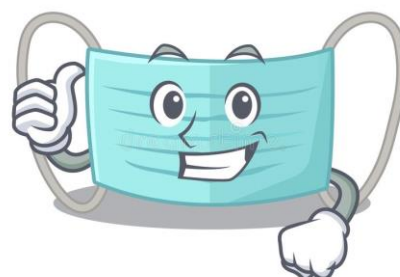
- * At the level of the digicodes entry, exit and parking lot
- * At the reception desk
- * In the sanitary room

- Provision of wipes and disinfectant products to customers:

- * At the sanitary
- * At the pool

- Mask must be worn :

- * When the regulatory social distancing of 1m can not be respected
- * To enter the reception (do not put down flyers, bottles or cards)
- * In the laundry room



-Installation of a signposted traffic direction :

- * At the snack bar. Entrance by the stairs, exit by the passage behind the toilet.
- * At the level of the reception. Arrival by the side door to access the reception or the window counter, exit by the footbridge in the massif.
- * At the level of the sanitary block. Entrance via the access facing square 52, exit via the footbridge facing square 57. A sign on the ground indicates the direction of traffic..

GESTURES SPECIFIC BARRIERS

They are detailed below, by sector.

SELECTION OF HYGIENE PRODUCTS

The campsite has been working for several years with the company SID, chosen for its seriousness, quality and wide range of products.

The hydroalcoholic gel respects the recommended composition.

The disinfectant cleaner has proven its effectiveness on Coronavirus (laboratory tested).

A disinfectant cleaner has been specially chosen for the disinfection of air conditioners in accommodation.

Almost all the other cleaning products were chosen from eco-responsible ranges.

VIRUS DETECTION:

The staff is asked to check its temperature at each start of service. A non-contact forehead thermometer will be available* at the reception desk for this purpose. Any temperature higher than 38° must be reported to the manager or the hygiene referent for the implementation of the necessary measures.

Customers who suspect they have a fever and do not have a means of personal control may ask for their temperature to be checked by staff using the non-contact forehead thermometer*.

*on order at the time this protocol is issued.

Symptoms suggestive of Covid-19 contamination

Most Common Symptoms :

fever
non-productive cough
fatigue

Less frequent symptoms

aches and pains
sore throat
diarrhea
conjunctivitis
headaches
loss of sense of smell or taste
skin rash, or discoloration of fingers or toes

Severe symptoms:

Difficulty breathing or shortness of breath
Feeling of tightness or pain in the chest area
Loss of speech or motor skills

What to do in case of symptoms :

Inform the manager or the hygiene referent. Disinfection measures will be applied quickly to protect other customers.

Quickly consult a doctor to evaluate the risks and get a diagnosis.

Isolate the person with symptoms and his relatives. Access to the common areas of the campsite (swimming pool, lagoon, reception, snack bar, sanitary facilities) is forbidden. A specific accompaniment can be proposed to you to help you to set up and respect the isolation. Contact Emilie.

In case of serious symptoms, contact 15.



Medical details
Cabinet Médical (sur RDV)
183 rue Gine, 34690 FABREGUES
04 67 85 13 76

EMERGENCY : 15

STAFF EQUIPMENT :

Each employee is provided with 2 fabric masks and a set of single-use masks. Soap and hydro-alcoholic gel are available to employees at the various workplaces. All employees will be trained in Covid instructions.

GOOD CUSTOMER PRACTICES :

Wearing a mask is recommended for people at risk, but not mandatory, except in the following cases:

- Entering the reception area to view advertisements and purchase local products. It is also forbidden, when consulting the flyers, to put them down: any document touched must be taken by the customer. The same applies to bottles and other items for sale.
- Use of the laundry room, which is a closed place. Wearing a mask is mandatory, even if the passage is short to deposit or remove the laundry.
- Any grouping of more than 10 people is forbidden. This constraint obliges us to cancel the musical evenings on Monday, as well as the nights at the swimming pool.
- Guests who come to the campsite undertake to respect and make their children respect the instructions detailed in this protocol. While each person is free to make their own choices, this freedom is limited to not endangering other users.

RECEPTION :

The reception of the customers is done by the window on the massive side of flowers. In order to avoid customers crossing each other on this corridor, customers are asked to wait their turn before entering, if someone is already there. Secondly, a passageway will be created in the flower bed to exit the area.

Access to the inside of the reception area is restricted: the wearing of a mask is compulsory. Customers consulting flyers will have to take them, it is forbidden to put down what has been touched.

In order to limit the passages at the reception, you can pay the totality of your stay a few days before your arrival. We will then provide you with all the codes and plan necessary for your installation.

Visitors are required to go to the reception desk to fill out an attendance register. They will be asked for their contact details, the aim being to be able to warn all the people who will have attended the establishment if an infectious outbreak of Coronavirus is identified.

SWIMMINGPOOL :

As long as the number of visitors is low, the deckchairs and chairs remain at the disposal of the customers. A bucket of disinfectant and wipes are available at the entrance to the pool, at the footbath level. Those who wish to do so can disinfect the furniture before use.

Garden furniture should not be moved: deckchairs remain on the beach, chairs remain in the grass.

When the number of visitors becomes high, the furniture can be removed, so that customers can bathe and quickly free up the space, allowing everyone access.

The use of the pool area is limited to 1 person/4m², and the distance of 1m between each person must be scrupulously respected. The maximum capacity of the pool area is therefore 55 people.



Wipes will be available in the toilet, to allow everyone to clean it at each use.

Access to the swimming pool is strictly forbidden to anyone with symptoms suggestive of Covid: fever, respiratory or digestive disorders.

It is advisable to avoid crossing in the access corridor with the footbath. Please give priority to people leaving the pool area.

Exceptionally this year, so that everyone can make the most of the swimming pool despite the sanitary constraints, in July and August the opening hours will be: 10am to 9pm every day.

LAGOON :

As long as the number of visitors is low, the deckchairs and chairs remain at the disposal of the customers. A bucket of disinfectant and wipes are available at the entrance to the lagoon, at the footbath. Those who wish to do so can disinfect the furniture before use. The buckets are positioned outside the barrier so that young children cannot access them.

We remind you that access to the bathing areas is under the full responsibility of the parents. Unsupervised, these areas are only accessible to children if they are accompanied by an adult.

Use of the lagoon area is limited to 1 person/4m², and the distance of 1m between each person must be scrupulously respected.

Access to the lagoon is strictly forbidden to any person presenting symptoms suggestive of Covid: fever, respiratory or digestive disorders.

FACILITIES :

A direction of traffic is established and must be respected. Thank you for relying on displays and signs.

The social distancing imposes the condemnation of every second washbasin on the central island as well as for the washing-up bins. Plexiglass protections will be installed to allow the use of all the equipment.

A bucket of disinfectant and wipes are available. Those who wish to do so can disinfect the elements before use. They are placed high up, so that they are not accessible to children. Each wipe used must be placed in the bucket provided for this purpose. The wipes are machine washed at 90° before being put back into use.

The sanitary facilities are cleaned and disinfected:

- Once a day if attendance is <50%.
- Twice a day if attendance is >50%.

Access to the sanitary facilities is prohibited during the cleaning of the sanitary facilities.

In case of rush, please wait outside the sanitary block, respecting the floor markings and safety distances.

The "doors" of the dustbins are removed to avoid touching them.

MOBILE-HOMES :

A rest period of 6 hours between 2 clients must be respected. This slightly modifies the arrival and departure modalities:

- The handing over of the keys will only be possible from 3.30 pm. Any early arrival will not be able to be the subject of an early provision.
- The accommodation must be vacated before 9.30 am. The accommodation must be vacated before the handing over of the keys. No overrun of the schedule can be accepted, as this would penalize the next customer.

The accommodation must be left clean, unless the cleaning option has been taken out. A staff of the campsite will systematically disinfect contact surfaces (handles, tables...), sanitary facilities, as well as the air conditioning. The staff will work wearing a mask and gloves in order to preserve the hygiene of the accommodation.

If the option of renting sheets has been taken out, the sheets will be put in the accommodation before the client's arrival. For any change of linen, the client must put his dirty linen in a bag and inform the campsite team, who will come and collect it. The staff must not directly touch the cloths used by the clients. The cleaning of the sheets is carried out by an external company that complies with the standards in force for the treatment of textiles as part of Covid prevention.

The keys will be disinfected between each customer.

The air conditioning will be disinfected and the filters washed between each rental.

The payment of the balance will be encouraged before arrival, to avoid a passage to the reception. Any client who has paid in full for their stay and the deposit before arrival will receive by email the plan, access and wifi codes, and the key to the accommodation will be available in a key box.

SNACK :

The kitchen staff and waiters wear masks and have soap and hydroalcoholic gel at their disposal to maintain impeccable hygiene. The tables are regularly cleaned with a disinfectant, as well as the ice cream freezer and the counter.

The cards are cleaned between each customer.

A bottle of hydroalcoholic gel is available at the counter for customers using the TPE or handling coins.

Monday evening and Thursday evening entertainment is currently suspended.

A minimum distance of 1m between the tables is ensured.

VISITORS :

Visitors are allowed on the establishment, however groups of more than 10 people are prohibited, customers must ensure that this limit is not exceeded. In addition, visitors must always go to the reception desk and sign an attendance register.

The Botanic team would like to thank you for contributing, through your responsible attitudes, to the safety of all.

It remains at your disposal for any question or remark.