

VACANZA SICURA

1 RECEPTION:

Is the guest's body temperature measured upon arrival?

No. There is no measurement of the guests' body temperature upon arrival, even if the operator would be entitled to do so, preventing access if the detected temperature is over 37.5°.

Do I have to observe special rules when inside the campsite?

The anti-COVID defence strategy is based on three simple, fundamental principles: 1) personal use of facemasks; 2) personal hygiene; 3) respecting the distance of at least one meter. At the check-in, all guests will receive an anti-COVID information booklet.

FACE MASK AND GLOVES

Do I have to wear a facemask during the holiday?

Guests must always use a facemask when at least one-meter distance from each other cannot be guaranteed, except those belonging to the same family.

Do I have to wear disposable gloves while on vacation?

Free access to hydro-alcoholic solutions for hand hygiene is guaranteed in various locations within the structure. Its frequent use is suggested both to guests and to staff. Therefore, the use of disposable gloves is not mandatory except in supermarket..

Should staff inside the campsite wear a facemask?

The staff is required to use the facemask always when they are with guests and when it is not possible to guarantee interpersonal distance of at least one meter.

2 STORES AND SUPERMARKETS:

Do I have to wear a facemask to enter at the supermarket?

Yes, it is mandatory.

Do I have to wear disposable gloves inside the shops and at the supermarket?

In supermarket, the use of disposable gloves is mandatory.

Where can I buy hygiene products?

Our supermarket have a wide range of hygiene and protection products.

3 ANIMATION:

Is there an animation service?

Sure. The animation service is guaranteed.

What are the accessing methods of the activities?

All entertainment activities are preferably accessible by reservation and can have a limited number of participants, in order to guarantee distance and safety, both for guests and operators.

What activities are possible?

All activities that allow adequate spacing are possible. Mini club with workshops, fitness activities, individual sports, and evening entertainment.

4 RESTAURANT:

Is body temperature measurement required to access restaurants?

No. There is no measurement of guests' body temperature, even if the operator would be entitled to do so, preventing access if the detected temperature is over 37.5°.

Do I have to wear a facemask inside the restaurant?

Inside the restaurant, customers are required to wear a facemask whenever they are not seated at the table.

Are there sanitizing products at the entrance of the restaurants?

Yes, hygiene products are available for customers and staff in several points of the room, especially at the entrance and near the toilets.

Is it possible to book a meal?

Yes, reservations are strongly recommended, as there cannot be more customers inside the restaurant than there are seats.

Are takeaways and food delivery available?

Yes, we have developed a specific APP for a complete food delivery experience, which allows you to order the meal from the pitch or the housing unit and paying online. The takeaway is also available.

Do you have restaurant with outdoor tables?

Yes, our restaurant and bar have outdoor tables with large terraces.

What distance must be between the tables?

The tables must be arranged as to guarantee the interpersonal distancing of at least one meter between the clients, except for people who, according to the current provisions, are not subject to interpersonal distancing; this last aspect pertains to individual responsibility.

Is it possible to eat at the counter?

Eating at the counter is allowed only with an interpersonal distance of at least 1 meter between customers, except for people who, according to current provisions, are not subject to interpersonal distancing; this last aspect pertains to individual responsibility.

Is buffet allowed, for example for breakfast?

Buffet is not allowed.

Are cash payments allowed in restaurants and bars?

Yes, it is possible to pay by cash, possibly at the table.

How did you solve the problem related to the menu consultation?

The printed menus have been laminated with pre-use and post-use sanitization or non-returnable paper.

5 ACCOMMODATIONS:

How are the accommodations sanitized?

Holiday Park SPIAGGIA E MARE sanitizes the housing unit at each guest change with the use of certified cleaning products or other equipment. Natural air recirculation and periodic replacement of air conditioner filters is also guaranteed.

6 PITCHES:

Is it safe to stay on the camping pitches?

Of course. The width of the pitches ensures the respect of safety distance; the possibility of living the whole day outdoors and enjoying the sun's rays is an important factor in fighting infection.

7 SANITARY BLOCKS:

How are toilets to be used and how are they sanitized?

In all the toilets, there are dedicated paths to avoid crossings as much as possible. Dispensers with hydro alcoholic solutions for hands hygiene have been positioned in several strategic points; all sanitary fixtures can be used keeping the minimum distances of one meter between each other. The constant sanitization of frequently touched surfaces and sanitary fixtures carried out by specialized personnel, together with the natural circulation of air, guarantees the safety of users.

8 POOLS AND WATER PARK:

Is it possible and is it safe to swim in the pools?

Yes, the chlorine contained in swimming pools water is constantly monitored (free active chlorine between 1.0-1.5 mg/l; combined chlorine \leq 0.40 mg/l; pH 6.5-7.5). The crowding density in the pools it is calculated with an index of sq.m. of water surface per person.

Is it possible to use the solarium and the green areas?

Yes, the crowding density in the solarium and green areas is calculated with an index of m² of walkable area per person. Equipment (deck chairs, sun loungers) can be positioned by respecting distance indications and using dedicated pathways. The staff sanitizes the equipment at the end of the service.

Are there sanitizing products in swimming pools and aqua parks?

Yes, every place is equipped with a dispenser with hydro alcoholic solutions for hand hygiene at the entrance, in the solarium area or in strategic points to encourage hand hygiene. Cleaning hands is mandatory if entering the park

9 BEACH AND SEA:

Is it possible to swim in the sea?

Of course, a saltwater bath is recommended for its healthy properties on the body, for the natural disinfection of the saline environment and the very high dilution guaranteed by seawater. It should be noticed, that the Lidi di Comacchio coast has been awarded with the Blue Flag in 2020, a prize for clean seawater and the utmost attention to safety.

What is the distance to be kept between the sun umbrellas in the rental areas?

Each umbrella must have 10 sq.m.. available. We have decided to bring this limit to 16 sq.m...

What is the distance to be maintained between beach equipment?

Beach equipment (sunbeds, deck chairs) should guarantee a distance of at least 1.5 meters, if not positioned in the sun umbrella place.

Are there sanitizing products in the areas with rental umbrellas?

Sanitizing products are available for guests and staff at multiple locations.

Is it possible to book the beach station?

Yes, our beach service can give you all the necessary information.

Are there special rules in free beach areas?

No, the same rules apply as for areas with rental umbrellas.

Is there a beach steward?

Yes, the beach steward is available for any information on prevention measures.

What is the distance to maintain between my beach equipment and that of the neighbours?

Personal equipment (sunbeds, deck chairs, etc.) must be placed at least two meters away from neighbours.