



# SECURITY PLAN COVID-19

LET'S FIGHT TOGETHER FOR A SAFE AND  
RESPONSIBLE STAY

CAMPING IGARA DE SAN SEBASTIÁN

[www.campingigara.com](http://www.campingigara.com)

## INTRODUCTION

At the Igara Camping in San Sebastián, improvements have been implemented in the way they work, adopting general measures and regulations so that all, both clients and workers, can enjoy, some of their stay and others of their profession, responsibly and safely. As a result of the crisis caused by the Covid-19 virus, and in response to the new regulations and recommendations by the Institutions, we have made the following improvements for your safety.

## SPECIFIC INFORMATION TO BE TREATED

- ✓ USE OF EPIS
  
- ✓ RECEPTION
  
- ✓ RESTORATION
  
- ✓ SWIMMING POOL
  
- ✓ TECHNICAL SERVICE (Maintenance)
  
- ✓ CLEANING
  
- ✓ SECURITY
  
- ✓ COLLABORATION IN COMPLIANCE WITH REGULATIONS

## INFORMATION TO TAKE INTO ACCOUNT

- USE OF EPIS



### **MASKS**

Its use is optional, it is a complementary measure to the safety distance, therefore, in spaces where that distance cannot be maintained, its use will be forced.



### **GLOVES**

According to the Ministry of Health, the use of gloves is not recommended for the general population since "adequate and frequent hand cleaning is more effective" as a protection measure for several reasons:

- Wearing gloves for a long time makes them dirty and can become contaminated.
- You can become infected if you touch your face with gloves that are contaminated.
- Removing gloves without contaminating your hands is not easy.



### **HANDWASHING**

To do it effectively it is not worth using only water. We must bear in mind that we need either soap and water or an alcohol-based disinfectant. A wash lasting between 40 and 60 seconds is recommended. At the Igara Campsite, they will have soap and water basins in all the sinks, and in the rest of the common areas, alcohol-based gels for their protection.

- RECEPTION

The reception will maintain the customer service, but the use of electronic means is recommended, for possible inquiries or needs of our clients, through the email "Info@campingigara.com" or by calling 943 35 88 12 / 13.

Our reception staff will have all the necessary security elements for safe attention. Both the equipment and the facilities meet the cleaning and disinfection requirements, and have been adapted for safe use.

- **CHECK-IN EXPRESS** • In order to avoid queues on arrival, and not to saturate the reception space to check in, reservations must be completed mainly through our website. This includes trying to fill in all the personal data to speed up your arrival at the establishment.
- To avoid crowds at the entrance, park your vehicle in our car park whether or not you have a reservation. A single person can go to the reception bringing with them the documentation of their companions and thus complete the entire Check-in process. The temperature will be taken at any new entrance to our establishment.
- If the reception staff are busy, please wait your turn outside the reception, respecting the OMS recommended safety distance (2 meters) and you will be attended as soon as possible.
- Use our mail or telephone service for any questions or queries about your accommodation / stay, medical services, travel etc ... thus avoiding travel to reception.

- As far as possible, please make your payments by card. If you make your payment by card, it will not be manipulated by any employee and after each use the dataphone will be disinfected.
- The person representing the group must sign the mugshot of all the members. Said tablet will be disinfected every time it is used.
- To guarantee your safety, we have eliminated our informative brochures on camping facilities, excursions and city recommendations; so if you are interested in obtaining one, you must request it from the reception staff.
- Visits are not allowed. This will allow us to better control the behavior of our clients and ensure that the hygiene measures imposed by health are complied with in the best possible way.

- **RESTORATION**

All the Kitchen and Restaurant staff are adequately trained, and will have all the security elements necessary for customer service.

All facilities will meet cleaning and disinfection requirements.

- Limitation of capacity according to the recommendations of the organizations.
- Table spacing
- Sterilization of all items and materials for service.
- Whenever possible, it is recommended that payments be made electronically.
- Digital cards will be available through QR, which can be viewed on any electronic device.

- **SWIMMING POOL**

The pools will be open based on the recommendations of the Institutions and Health.

We will establish, apart from the common rules previously applied for your enjoyment, the application of protocols in the gauging and general cleaning of the premises.

Developing these protocols:

- The temperature of all our clients will be taken once they enter our establishment.
- Our clients will be informed of all our sanitary measures and their obligation to comply with them.
- The hammocks will be cleaned with each use. The distances between one and the other will be met according to current regulations.
- Changing rooms and common areas will be cleaned very frequently; all with the Sanosil SOIO product.
- Lifeguards will monitor compliance with the rules and recommendations for the use of swimming pools, as well as their safety in the water.
- Parameter and analytical controls are carried out for the health of swimming pools through our maintenance company Argysan, complying with all the aspects that health requires of us under this protocol.

We appreciate your understanding and request your collaboration in respecting and complying with the rules and instructions of our staff. Please excuse the inconveniences that this situation may entail, beyond our control, and that are for the good of all.

- TECHNICAL SERVICE

Our Maintenance team will be sufficiently protected when you have to go to an accommodation with Clients. The operators will clean with approved products everything they have touched during their performance.

For each assistance carried out, disinfected protection elements will be used since each operator will disinfect the tools used in each use.

- CLEANING

Our commitment to cleaning has always been maximum, which is why our cleaning procedures enjoy a high level of efficiency and responsibility.

- Our products always comply with safety and disinfection regulations.
- Parameter and analytical controls are carried out for the health of the Pools.
- All toilets are cleaned daily with a constant frequency.
- The rest of the common areas are cleaned as often as necessary for disinfection and use.
- You will find alcohol dispensers for greater hygiene in a large part of our facilities.

As a consequence of this crisis, we have reinforced our actions, incorporating elements of bacterial and viral sanitation.

- Increased cleaning frequency.
- Disinfection of our entire fleet of automobiles, that is, our customer transfer van.
- Accommodations, once clean, are sanitized using SANOSIL SOIO

(Sanosil SOIO is a bactericidal, fungicidal, levuricidal, sporicidal and viricidal product, that is, effective against bacteria "(Legionella, Pseudomonas, E. coli, Listeria monocytogenes), viruses (including coronaviruses, fungi, yeasts, molds, protozoa and spores )  
www.sanosil.es "

Our Common Exterior Areas:

- Washdown of the terraces with Sanosil SOIO.
- **Pools:** Cleaning of hammocks in each use, changing rooms and common areas very frequently; all with Sanosil SOIO.

Common Interior Areas:

- **Reception:** Sanosil SOIO disinfection of access cards, controls (TV / Air conditioning if available), electronic payment elements and computers.
- **Restoration:** Disinfection by washing at more than 80 degrees temperature to our cutlery and service items.
- Complements of the Mobilhome. Each cutlery and blankets will be delivered with each new client completely clean and laminated for each new arrival.
- Increased cleaning of tables and chairs after each service.

- **SECURITY**

They will perform the same functions that they were assigned, but the following are added:

- They will watch the access to the Reception to avoid the accumulation of people inside the office.
- Visits are not allowed as explained above, thus achieving greater control at the entrance to the venue.
- Control of the Distributors. The enrollment, company and time of entry and exit will be noted.

- **COLLABORATION IN COMPLIANCE WITH REGULATIONS AND INDICATIONS**

The established regulations are given by the circumstances derived from COVID-19, and by the specific regulations established by the authorities, to preserve the safety and tranquility of clients and workers. We apologize for the inconvenience in the application of these special measures and we appreciate your understanding.

Failure to comply with the established measures and standards would increase the risk for all, both customers and workers, that is why we are asked to be responsible and think about the common benefit. We appreciate sincerely your collaboration.

The repetition in the non-compliance of any of the points will suppose the invitation to leave the Camping, since you are acting in accordance with the regulations signed before making the reservation.