



**Camping measures taken  
by La Noguera Resort S.L.  
against COVID-19**

## General Information

**What is the new coronavirus?** SARS-CoV-2 is a new type of zoonotic coronavirus that affects humans and produces COVID-19, a respiratory disease.

**How is it transmitted?** It is transmitted through direct contact with the drops expelled when coughing or sneezing by an affected person.

**Can COVID-19 be transmitted through food?** Can COVID-19 be transmitted through food? According to the WHO, it is highly unlikely that COVID-19 is transmitted through food or food product packaging, as the coronavirus cannot replicate in these products. An animal or human individual is required to do so.

¿What are the most common symptoms?

Fever



Cough




Feeling short of breath



In some cases it can also reduce the sense of smell and taste, sore throat, headache, general weakness, diarrhea or vomiting.

¿What can I do to protect myself from the new coronavirus?





Wash your hands frequently and meticulously, when coughing or sneezing, cover your mouth and nose with your elbow flexed, regularly clean the surfaces that you touch the most, keep the safety distance of 2 meters, use hygienic mask, use single-use tissues.

**¿What should I do if I have symptoms?** If you have symptoms, stay home to avoid infecting workers and other customers of the campsite. Tell your referral health care provider.

**What should I do if I have symptoms and am in the camping facilities?** In the slightest doubt that you suffer symptoms compatible with the COVID-10 disease, communicate this situation to the staff of the establishment.

## Measures taken at Reception:

- Security protocols established by the Government will be strictly followed. You will be informed with posts about the measures applied, the procedure to be followed and the capacity.
- Entrance at the reception will be limited and the interpersonal security distance of two meters will be maintained. The use of a mask is mandatory.
- Direct contact will be limited through protective screens and the staff will always attend you with hygienic mask.
- The external surfaces will be cleaned and disinfected after the attention of each customer.
- Disinfectant gel will be provided in the common areas of the camping and also in the restaurant.
- Online check-in will be provided so that your stay at reception is minimum.
- Keys of the accommodation will be disinfected before handing over them and their collection at the reception will be done by one person.
- Payment will preferably be made by card. POS terminal will be protected and disinfected in each use.

## Measures taken in Sanitary buildings:

- Security protocols established by the Government will be strictly followed. You will be informed with posts about the measures applied, the procedure to be followed and the capacity.
- Interpersonal security distance of two meters will be maintained. The use of a mask is mandatory.
- Disinfectant gel will be provided upon access.
- Cleaning frequency will be increased in accordance with current legislation.
- Cleaning and disinfection will be carried out with viricidal disinfectant products certified and authorized by the Ministry of Health.
- Specific cleaning will be carried out on those manipulatives and high-contact elements such as taps, switches, handrails, showers, doors and handles, etc.

## Measures taken in Accommodations:

- The accommodations will be cleaned and disinfected after each stay with certified and authorized viricides by the Ministry of Health.
- Specific cleaning will be carried out on those manipulatives and high-contact elements such as taps, switches, handrails, showers, furniture, appliances, doors and handles, etc.
- Bedding and towels will be washed using an industrialized system at high temperatures. Bed accessories, such as blankets, will be delivered on request.
- Remote controls will be protected with a bag.
- When possibility or availability exists, the accommodations will be assigned prioritizing those in which customers have not stayed 48 hours prior to the arrival of the new client.

## Measures taken in Common areas:

- Security protocols established by the Government will be strictly followed. You will be informed with posts about the measures applied, the procedure to be followed and the capacity.
- Interpersonal security distance of two meters will be maintained. The use of a mask is mandatory.
- Cleaning frequency will be increased in accordance with current legislation.
- Cleaning and disinfection will be carried out with viricidal disinfectant products certified and authorized by the Ministry of Health.
- Specific cleaning will be carried out on those manipulatives and high-contact elements such as taps, switches, handrails, showers, doors and handles, etc.
- During Phase 1 the use of fountains are prohibited. During the rest of the Phases, its use is prohibited to drink directly. Hands should be disinfected before and after each use.
- Some services may be temporally closed depending on current legislation.

## Measures taken to carry out activities:

- Security protocols established by the Government will be strictly followed. The measures applied, the procedure to be followed and the capacity for each activity will be reported.
- Those spaces where events or entertainment activities must be held must be ventilated two hours before use.
- Activities will be planned with a maximum capacity of twenty people and respecting the minimum safety distance between people (2m) and between them and the entertainer or coach (2m). The use of a mask is mandatory.
- Animation activities will preferably be held outdoors and the exchange of objects will be avoided.
- Objects and materials used in animation activities will be disinfected after each use.



## Measures taken in Store:

- Security protocols established by the Government will be strictly followed. You will be informed with posts about the measures applied, the procedure to be followed and the capacity.
- Interpersonal security distance of two meters will be maintained. The use of a mask is mandatory.
- Disinfectant gel will be provided.
- Cleaning frequency will be increased in accordance with current legislation.
- Cleaning and disinfection will be carried out with viricidal disinfectant products certified and authorized by the Ministry of Health.
- Specific cleaning will be carried out on those manipulatives and high-contact elements such as, doors and handles, shelves, etc.
- Food products, cleaning and protection products and hydroalcoholic gel will be sold.
- During low season, the shop will be closed. Orders can be placed by calling 973 420 334 between 9 a.m. and 3 p.m. The purchase can be picked up at the restaurant facilities, preferably by a single person. The ordering service will also be maintained in high season.
- Payment will preferably be made by card. POS terminal will be protected and disinfected in each use.

## Measures taken in Heated Pool:

- Security protocols established by the Government will be strictly followed. It will be informed with posters of the measures applied, the procedure to follow and the assessment.
- A capacity control will be carried out by turns and under prior reservation.
- The interpersonal safety distance of two meters will be maintained.
- Disinfectant gel will be provided.
- The cleaning frequency will be increased in accordance with current legislation.
- Cleaning and disinfection will be carried out with viricidal disinfectant products certified and authorized by the Ministry of Health.
- Specific cleaning will be carried out on those manipulative and high-contact elements such as doors and handles, railings, stairs, etc.
- A necessary physical and chemical purification will be carried out to obtain adequate water quality from the technical-sanitary glass in accordance with current legal regulations.
- You will not be able to use the showers in the changing rooms or the water sources according to the requirements of the government in each phase.

## Measures taken in Summer Swimming Pool and Splash Park:

- Security protocols established by the Government will be strictly followed. They will be informed with a billboard of the measures applied, the procedure to be followed and the capacity.
- The interpersonal safety distance of two meters will be maintained. The use of a mask is mandatory.
- A capacity control will be carried out by turns and under prior reservation.
- Disinfectant gel will be provided.
- The cleaning frequency will be increased in accordance with current legislation.
- Cleaning and disinfection will be carried out with viricidal disinfectant products certified and authorized by the Ministry of Health.
- Specific cleaning will be carried out on those manipulative and high-contact elements such as doors and handles, railings, stairs, etc.
- A necessary physical and chemical purification will be carried out to obtain adequate water quality from the technical-sanitary glass in accordance with current legal regulations.
- You will not be able to use the showers in the changing rooms or the water sources according to the requirements of the government in each phase.

## Measures taken in Restaurant and Bar:

- Security protocols established by the Government will be strictly followed. You will be informed with posts about the measures applied, the procedure to be followed and the capacity.
- The use of the bar is restricted to government requirements at every stage.
- Interpersonal security distance of two meters will be maintained.
- Disinfectant gel will be provided to the customers.
- The waiters will always attend you with a mask.
- The use of a mask is mandatory.
- After each service the used surfaces will be cleaned and disinfected (tables, chairs, bar counter, etc.)
- Cleaning frequency will be increased in accordance with current legislation.
- Cleaning and disinfection will be carried out with viricidal disinfectant products certified and authorized by the Ministry of Health.
- Specific cleaning will be carried out on those manipulatives and high-contact elements such as taps, sinks, doors and handles, etc.
- Menu available online through a QR code.
- It is possible to order takeaway food. Check out our takeaway menu on our website and call the restaurant. Ordering hours are 11 a.m. to 1 p.m. and from 6 p.m. to 8 p.m. The order will be collected during the kitchen's opening hours (1:30 p.m. to 4:00

p.m. and 8:00 p.m. to 11:00 p.m.) and preferably by a single person.

- Payment will preferably be made by card. POS terminal will be protected and disinfected in each use.



## Contact telephones

- Citizen service telephone number for the coronavirus in Catalonia: **061 / 112**
- Psychological assistance telephone number for the general population with difficulties derived from the alarm state for the Ministry of Health's COVID-19
- CAP Balaguer telephone: **973 44 60 28**