

Restaurant 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.

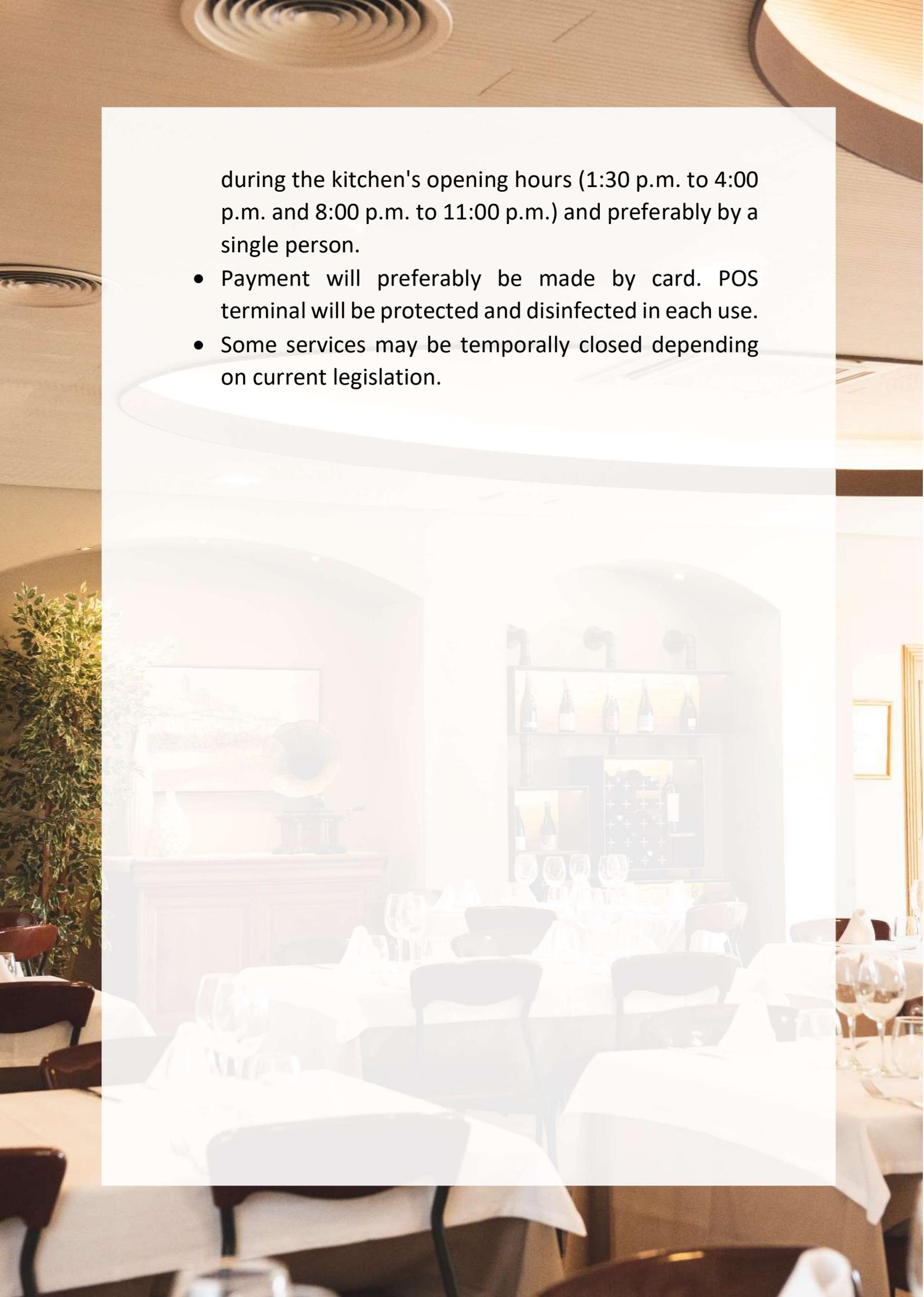
What should I do if I have symptoms and am in the camping facilities? In the slightest doubt that you suffer symptoms compatible with the COVID-10 disease, communicate this situation to the staff of the establishment.

Measures taken in Restaurant:

- 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 hygiene 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.
- Some services may be temporarily closed depending on current legislation.



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**

