

# Camping & Bungalows

— RESORT —

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**COVID-19**

PREVENTIVE  
MEASURES

Safe family  
holidays!

**2021**



## Càmping Stel

Roda de Berà

COSTA DAURADA

[www.stel.es](http://www.stel.es)

# SAFE *family* HOLIDAYS!

We would like to thank all our customers for choosing us to spend their holidays.

In Camping Stel we keep working to offer you the best experience with the necessary measures in order to grant the safety and health of both our workers, and our clients.

The collaboration of all of us is really important in order to enjoy the best experience possible.



# 2021



**Be responsible!**

## GENERAL MEASURES

- Capacity adapted in the whole camping according to current regulations.
- Increased cleaning and disinfection frequency according to security and hygiene protocols.
- Alcohol-based hand sanitizer dispensers have been placed in different locations around the camping.
- The camping staff has been trained in order to grant everybody's security and health.
- Informative signage has been placed all around the camping.



## OUR RECOMMENDATIONS



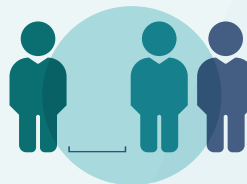
Clean your hands frequently.

Use alcohol-based hand sanitizer.



Use face mask.

Maintain the safety distance.



Pay preferably by card.



2021



# SPECIFIC MEASURES

## BOOKINGS

- Pitches and Bungalows can be booked in our webpage, [www.stelrodadebera.com](http://www.stelrodadebera.com).
- Flexibility in cancellations in order to get adapted to the possible requirements caused by the exceptional situation.

The total amount of the reservation will be recovered without minimum anticipation of days in case of: illness / surgical intervention (justified), COVID19 related quarantine or partial lockdowns.

## RECEPTION & CUSTOMER SERVICE

- Protective screens between the staff and customers.
- Alcohol-based hand sanitizer will be used between different clients.
- We recommend doing the Check In Online, otherwise, only the holder of the booking will be able to access the reception.
- Shared information material such as brochures or pamphlets will not be available.
- All the material that needs to be handled such as bracelets and documents will be delivered together in a unique envelope in order to minimize contact.
- Customer service by phone and WhatsApp on 977802002 will be reinforced and prioritized in order to avoid crowds at the reception.



**WhatsApp**  
977 80 20 02



# 2021

**Ask for  
information!**

## BUNGALOWS

- Regular cleaning with authorised disinfectant products and total sanitizing with ozone system.
- For every stay, the whole bungalow will follow the disinfection protocols. Air conditioning filters will also be cleaned and disinfected.



## PITCHES

- Cleaning service will be reinforced in order to eliminate residues.



## TOILETS

- Alcohol-based hand sanitizer will be available at the facilities access.
- In public toilets, hand dryers and soap dispensers are available. Taps are contactless.
- Replenishment of sanitizer and soap is granted.
- Interpersonal distance will be granted by disabling some of the sanitary elements.
- Cleaning will be done according to current regulations.
- Children under 10 years old need to be accompanied by an adult.



## LAUNDRY

- Alcohol-based hand sanitizer will be available at the facilities access.
- Maximum capacity: 5 people.
- Cleaning will be done according to current regulations.

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# ANIMATION

- Activities will be offered for small groups aligned with current regulations.
- Some activities may require pre-inscription.
- Activities and shows will be planned in a way that allows us controlling the capacity and security interpersonal distances.
- The material will be disinfected after every use.
- Most of the activities will take place outdoors.



Enjoy safely!



## GYM

- Alcohol-based hand sanitizer will be available at the facilities access.
- Please note it is compulsory to bring your own towel and disinfecting the machine after each use.
- We recommend using alcohol-based hand sanitizer between different fitness units.
- Fitness units will be disinfected after every use.



## POOLS

- Pools area will be open with limited capacity according to current regulations.
- Cleaning routines according to current regulations.
- Compulsory use of towel for hammocks.
- The hammocks are separated in groups of two to make sure the safety distance with other families is respected.



## BARS & RESTAURANTS

- Limited capacity according to current regulations.
- Security distance between tables.
- It is completely forbidden move the restaurant and terrace furniture.
- Menu available in the Camping App and online using QR codes.
- Non-reusable dressing recipients and tablecloth.



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## OTHER FACILITIES

- The supermarket, playground, hair dresser and pub will follow the current regulations.
- At the souvenirs shop alcohol-based hand sanitizer will be available. Clothes will be disinfected.
- The Beach Club and Kayak rental service will open as usual. The material will be disinfected after each use.
- The massages service will take place according to current regulations.
- The information office will be closed but you can ask for information in the reception.
- External services will be controlled to ensure they accomplish the current regulations.



**ALL THESE MEASURES MAY VARY  
AND WILL BE UPDATED**



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