



Introduction

What good gestures should be adopted at Camping Les Castels Domaine de Bel Air ?

Here is a recap of the basic rules to fight off Covid-19.

Sanitary Protocol for 2021

1. RECEPTION DESK

Tasks and protocol for employees:

- Leave entrance door and/or windows open, or open every hour
- Mandatory mask in closed spaces
- Regularly sanitize counter, protection screen, TPE, phone, door knob, cabinets
- Mop sanitize floors once a day
- Sanitize rentals keys after each use or when returned by guest

Guest Protocol :

- Sanitize hands upon entry
- Mandatory mask
- One person per family at a time
- One person per 8m², that is two windows available behind protecting screens
- When more than 2 people in the reception area, please wait outside respecting social distancing
- Floor markings indicate waiting area
- Favor credit card payments (€50 contactless transaction)
- The head of family will hand out the mandatory bracelet to the members of their group
- Read our welcome leaflet : « <https://notre.guide/Les-Castels-Domaine-de-Bel-Air> » for all information about the campsite, our services and surroundings
- Masks can be bought at the reception desk
- Read our COVID-19 internal regulations and general terms as well as our terms of payment

2. LAUNDRY ROOMS & SANITARY FACILITIES

Campsite Sanitary Protocol :

- Multiple daily sanitizations of premises
- Once-a-day full floor mopping
- Posted cleaning and sanitization schedules to track cleaning operations



Guest Protocol :

- Read posted measures and protocols upon entry
- Hands sanitization upon entry
- Mandatory mask
- Avoid crossing paths, do not linger in corridors
- Hands sanitization upon leaving
- Complimentary hydro-alcoholic gel dispenser at your disposal

3. SWIMMING POOLS (when open)

- Mandatory use of shower and footbath upon entry
- Locker rooms being closed, please take your belongings with you to your deckchairs
- 1 person per 4 m² in the water and on the beaches
- In compliance with social distancing rules, please leave a minimum of 2 meters between deckchairs
- 2 complimentary hydro-alcoholic gel dispensers at your disposal:
 - Entrance to the entertainment room
 - Entrance to the sanitary facilities
- COVID-19 is killed in chlorinated pools

4. PLAYGROUNDS AND LEISURE PARK

- Hands sanitization upon entry
- Avoid crossing paths, 1 person per 4 m²
- 2 Complimentary hydro-alcoholic gel dispensers at your disposal

5. RENTALS AND ACCOMMODATIONS

Campsite Sanitary Protocol:

- Wait 15 minutes before entering the rental left by guests with open windows for ventilation purposes
- Cleaning and sanitization before each new guest (specifically: door/window/cabinet knobs, switches, tables, chairs, kitchen sink/fridge/microwave oven/toaster, toilets, bathroom door/shower head/mirror, blinds, sun umbrella, dishwasher, floor...)
- Do Not use vacuum cleaners
- Mandatory mask when working conditions do not allow for social distancing
- Put a single use draw sheet on each mattress and cover each pillow



Guest Access Protocol :

- Upon leaving, please collect bed sheets and pillow cases in a dedicated bag and drop in the dining-room, add all other rented sheets and towels
- Regularly ventilate the rental and leave windows open upon leaving
- Drop garbage bags in dedicated dumpsters (see map)

6. TECHNICAL SERVICE

Campsite Sanitary Protocol:

- Technical services only upon reservation
- Mandatory mask and hand sanitization with hydro-alcoholic gel
- Sanitization of contact surfaces

Guest Protocol:

- Phone reception desk to book any technical service
- Ventilate and leave rental 15 minutes before technical team arrives
- Respect social distancing rules when technicians on premises

7. GROCERY SHOP

Employee tasks and Sanitary Protocol:

- Mandatory mask
- Counters and money trays regularly sanitized

Guest Access Protocol:

- Please follow the markings during your purchases
- Mandatory mask
- Complimentary hydro-alcoholic gel dispenser at your disposal

8. RESTAURANT

Employee tasks and Sanitary Protocol:

- Mandatory mask
- Sanitize tables and chairs after each guest
- Laminated menus handed out to guests, then sanitized and stored in dedicated compartments
- Counters and money trays regularly sanitized



Guest Access Protocol:

- Please follow the markings for take-out, grocery shop and restaurant
- Mandatory mask
- Eating/drinking standing is not allowed
- Do not pass menus from table to table
- Put your money in the dedicated trays at the checkout counter
- Social distancing rules must be complied with: 8 m² per person

9. ENTERTAINMENT

Tasks and Sanitary Protocol:

- Mandatory mask when working conditions do not allow for social distancing
- Respect and enforce social distancing rules
- Wash your clothes every day after work
- For all sports activities, such as Aquagym, floor gymnastics, zumba, a distance of 2 meters around each person is required

Guest Access Protocol:

- Children will be welcomed in the activity room, masks are mandatory for 11 year olds and above
- Each child must sanitize their hands with hydro-alcoholic gel before beginning. Facilitators carry gel dispensers
- All pens and activity tools handed out to children must be sanitized every day
- All activities are preferably organized outdoors to avoid gatherings

10. GARBAGE BINS AREAS

- Cleaning and sanitization of garbage bins with special attention to the lids mornings and afternoons

The whole Domaine de Bel Air team would like to thank you for your goodwill and wishes you a pleasant stay !

Didier Berhault