

HEALTH AND SAFETY MEASURES FOR ALL CUSTOMERS



BEFORE ARRIVAL



- It is necessary to book online, at least 24 hours **prior** to arrival, in order to allow an efficient check-in and proper plot allocation.
- Express check-in (online) **in advance** of entering the campsite: Online payment of the invoice according to the planned days of stay along with sending of the required passport and ID data prior to arrival.
- All additional services (wifi, washing machines, etc.) must be contracted when booking or prior to arrival in order to minimise the need to visit the reception during your stay.

ON ARRIVAL



- Camping Moby Dick reserves the right to take the temperature of its customers with a non-touch thermometer.
- If for any reason a customer has not been able to check in before arrival, the check in process will be done in the outdoor reception area. If this is not possible, it will be done in the interior of the Reception area, whereby only one client at a time will be allowed to enter the Reception. Client will be required to wear a mask and keep a distance of at least 1.5m from the counter.

DURING YOUR STAY



- Safety distance of 2 metres mandatory in common areas.
- In the campsite, if the safety distance is impossible, the use of a mask is mandatory (E.g.: narrow paths or stairs).

Tent, caravan and motorhome plots

- Priority will be given to the allocation of non-contiguous plots.
- Clients must respect the boundaries of the assigned plots. It is forbidden to change an assigned plot without asking permission from the reception staff.
- Only groups of up to 4 people per plot are allowed, except for families of 5 members. Larger families must reserve a minimum of two plots and adapt these plots to the corresponding number of people in the family.

Bungalows

- To ensure rigorous disinfection, check-in time will be from 5pm and check-out at 10am.
- Only the bathroom and shower of the assigned bungalow can be used.
- The cleaning staff will clean and disinfect the bungalows with water, bleach and vapor after each visit.

Bathrooms and showers

- Caravan and motorhome customers should use their own bathrooms and showers inside their vehicles whenever possible.
- Limited capacity in bathrooms, showers and sinks, as established in the indications on the doors. Mandatory use of masks in bathrooms and sinks.
- Baths, showers and sinks will be cleaned and disinfected a minimum of six (6) times a day with water and bleach, including the spraying process. The campsite's cleaning schedule will be published in each sanitary block.
- Mandatory use of hand sanitizer gel before using the bathrooms. Please also wash your hands before leaving.
- It is mandatory to leave the doors open in bathrooms and showers after use to ensure ventilation.
- Safety distance of 2 meters per person in any queue that may form.

Customer service

- In order to avoid unnecessary attendance at the reception, questions via WhatsApp (+34 616 909 747), by phone (+34 972 614.307) or email (info@campingmobydick.com) should be prioritised.
- Any questions to cleaning or maintenance personnel should also be made respecting the safety distance of 2 metres. If this is not possible, clients must wear a mask when speaking to them.

Swimming pools

- Capacity limits: maximum of 6 people at the same time in the large pool. In the children's pool, only 3 children are allowed at a time.
- The pool can allow more people sunbathing, as long as the safety distance of 9 square meters (3x3) per group is respected.
- Use of your own towels, chairs or sun loungers. During this season the campsite will not provide sun loungers.
- There will be regular disinfection of the wooden floor. Therefore, it is recommended to use this area for sunbathing instead of the grass area, as it will not be disinfected for preservation purposes.

Playground

- The playground will only be open during the multilingual children's activities that take place on Saturdays in July and August from 7pm to 9pm. The area will be disinfected before and after use. Children should wash their hands before and after activities.
- At Reception, information will be posted on additional outdoor activities suitable for families and which allow social distancing.

LEAVING THE CAMPSITE



- With the new check in process of payment in advance, checking out will not be necessary. Please note that the latest time to leave the campsite is 12 noon. Bungalows must be vacated by 10am - guests can stay on the site until 2 hours later.
- If customers decide to stay longer than expected, they must inform Reception and make payment in advance by credit card, respecting the distancing measures at the counter.

Camping Moby Dick wishes to provide a **safe and enjoyable** camping experience after the long lockdown we have all experienced. This is why, with these new measures and the natural setup of the campsite, this beautiful corner of Calella de Palafrugell is **the perfect option to enjoy your holidays this summer.**