

## Exceptional health, organisational and commercial measures due to COVID - 19

The evolution of the health situation is still unsure for the following months, therefore it is with great caution that we will welcome you to avoid the risk of a cluster formation in the Camping des Gayeulles.

Caring for your security and your wellness, we took all the health measures imposed by the French Government under the protocol defined for all French Campsites and Campgrounds.

We are following recommendations of the « Haut Conseil de la Santé Publique », but we (the Camping des Gayeulles) added and defined our own practical organisation allowing us to respect preventive actions, according to population densities, people and space flows and volumes of our premises.

### SANITARIES AND TENT/CYCLO-PEDESTRIAN PITCHES CLOSED

Because of their configuration, our sanitary premises, cannot assure social distancing measures, which would ensure your safety. Therefore, all sanitaries blocks will remain closed until further notice, as well as our tent/cyclo-pedestrian pitches.

#### Your booking

Book freely !

Facilitate your booking requests made before July 10<sup>th</sup> :

- We do not ask you to pay the usual 30% deposit for all of our pitches
- We have softened our cancelling policy

To simplify and fluidify your stay, we kindly ask you to :

- Prioritize online booking over a spontaneous arrival (limited number of pitches)
- Prioritize as much as possible bank card or online payment (before your arrival) for your stay
- Give us all identities and your car registration number before your arrival
- Try to give us your approximated arrival time to avoid having to wait for too long at the reception

#### Your arrival

We have limited the number of person to one at the reception, and equipped its access of a sens of « traffic » as well as waiting signs.

We also provide an hydroalcoholic solution at the entrance of the reception and equipped the desk with plexiglas panels.

We prioritize e-mails for invoices and touristic documentations.

To anticipate your arrival and limit the waiting period at the reception, **we thank you for preparing the following documents :**

- IDs of all participants
- Method of payment (bank cards preferably)
- The payment of your deposit for Citylodges (bank card only)
- Your vehicule registration number
- The vaccination record of your animal

Wearing a mask at the reception is mandatory.

## **Your stay**

**We have maintained all services for which we could ensure all mandatory safety measures :**

- Morning bakery (until 13th september 2020)
- Bedding and towels provided for our Citylodges (maintenance on those executed by an external company)
- Fine grocery shop at the reception
- Breakfasts, drinks and ice-creams only for take away
- Bicycle articles sold at the reception and availability of a cleaning room for your bicycle if requested
- Washing machine and tumble dryer
- Motorhome service area

**Those services are, however, modified or temporary removed :**

- Modification of rental conditions for the meeting room (limited to 10 people, class configuration only, suppression of coffee services)
- Suspension of the cleaning during the stay (we will leave linen and towels in your Citylodge without)
- Suspension of the cleaning option for the end of stay in our Citylodges Confort
- Suspension of the luggage storage service
- Suspension of ice packs freezing service
- Closing of the playground area

## **Your departure**

Let's work side by side for everyone's safety !

### ➤ Citylodge

**We commit to :**

- Leave the Citylodge free of client for 24 hours between two reservations
- Not check the Citylodge in the presence of the client but afterwards to limit contacts

- Make sure that our external cleaning company applies all health measures written in the cleaning protocol of our Citylodges
- Strengthen our cleaning protocol for our own bedding (duvets, draw sheets and pillows)
- Provide you with a complete cleaning kit to allow you to clean your Citylodge on your departure day

**You commit to :**

- Ensure the safety of our staff while respecting the exceptional check out instructions displayed inside your Citylodge (emptying the bin, the fridge, cleaning the dishes, etc.)
- Leave your badges visible on the table of your Citylodge so that we can disinfect it

➤ **Pitches**

**We commit to :**

- Ensure as much as possible one free pitch between two rented pitches

**You commit to :**

- Leave your pitch clean when you leave and throw your rubbish in the bins at the entrance of the site
- Bring back all items which you might have borrowed at the reception when you leave (adapters, electric barbecues, etc.).

**\* Cancellation policy (applicable for any booking made before July 10<sup>th</sup> 2020)**

To allow you to book your stay serenely, we have chosen to temporarily soften our cancellation policy.

**Booking a Citylodge**

For all cancellations up to 5 days before your arrival, we transform your 30 % deposit onto a credit note valid for 18 months starting after your cancellation day. This offer is applicable for all bookings made before July 10<sup>th</sup> 2020.

**Booking a pitch**

We do not ask for a pre-payment when you book. You can cancel at any time.

**We will send you a refund if :**

- One member of the stay is ill with COVID19 (based on a medical certificate)
- The French Government takes new kilometeric restrictions actions and that it makes your trip to the Camping des Gayeulles impossible
- The Camping des Gayeulles must close because of a administrative or internal decision