

Guidelines for a safe summer

Our attentions for your security

Our care is the same as always: to offer you a pleasant and relaxing holiday. Yet, this year it is essential for us to guarantee your security, according to the current guidelines dictated by the national and regional authorities.

We already apologise then if some services won't be offered as usual. You will find here some answers to the most common questions regarding the changes that we'll make at the reopening of the Village.

RESERVATION, ARRIVAL AND DEPARTURE

How will the reservation methods change?

You can book by telephone or on the Internet. A copy of the identity card/passport of every person (essential for the check in) will be required in advance by email, in order to reduce the inflow of persons into the Reception.

Until when can I cancel my reservation without losing the deposit?

If the reservation is canceled due to the Coronavirus (for example the closure of the national borders, inability to travel, inability to travel out of the country etc.) you have time to cancel until 5 days before the arrival.

Yet, if the reasons of the cancelation are not attributable to the Coronavirus, the cancelation time remains of 15 days, but it will be possible to get a voucher of the same sum usable until the end of September 2021.

How will I check in?

If possible, the copy of the identity card/passport of every person, essential for the check in, will be provided in advance, in order to accelerate the check in. We recommend you to communicate an approximate time of arrival at the campsite, in order to avoid gatherings. Only one of the members of the family/group of friends will have to go into the Reception to communicate the arrival and complete the check in.

How will I check out?

We recommend you to communicate to the Reception the expected time of check out during the days before the departure, in order to reduce the possibility of waits and gatherings.

COMMON AREAS

Do I have to wear the mask and the gloves inside the Village?

It is compulsory to wear the mask into the closed common areas (Reception, Bar, Toilets etc.) and in the common areas in the open air when it is not possible to maintain the right security distance. The gloves are not compulsory, but all around the Village you will find dispensers of alcohol-based disinfectant for hands.

Can I go to the Reception?

The access to the Reception is admitted to one person at a time, with the mask. Outside the office a dispenser of alcohol-based disinfectant for hands is available. It is highly recommended to arrange the time of arrival and departure with the Reception, in order to avoid long waits or gatherings around the office.

Will the Bar be open?

The Bar will not be open this year, but the kiosk near the swimming pool will be available.

Can I use the toilets available into the Village?

It is possible to use the toilets wearing a mask. It is highly recommended to use the dispenser of disinfectant placed at the entrance of every toilet block.

During the times with higher inflow, the toilets will be sanitized continuously and the access will be checked out by our staff. During the times with lower inflow, the sanitized toilets (WC or shower) will be pointed out by a paper tear detector.

SWIMMING POOL

Can I bath into the swimming pool?

The swimming pool is open. Even if the risk of contagion is very low due to the chlorine into the water, the access to the pool will be checked out by the lifeguard anyway in order to guarantee an appropriate distance among the bathers.

Can I sunbathe?

It will be possible to use the solarium but it will be compulsory to use a towel on the sunbed. The sunbeds will be sanitized every time the user changes, or once a day when not used. The sunbeds will be placed at least at one meter one from the other, unless the users are from the same family/group of friends.

Can I use the jacuzzi?

The jacuzzi can be used by maximum 3 persons at the same time always respecting the distance of one meter from every bather, unless the users are from the same family.

How will the access to the swimming pool be managed?

The access to the swimming pool will be checked out by the lifeguard in case the users are so many that it is not possible to maintain the security distance. The sunbed will be assigned by the lifeguard.

SPORTS ACTIVITIES

Are the play areas open?

The play areas for children are forbidden at the moment. We are waiting for clearer local and regional guidelines, in order to consider a possible opening of the play areas for the kids.

Will entertainment activities been organized?

We are considering if it is possible to organize some entertainment activities, which allow the respect of the security distance.

OTHER SERVICES

Will it be possible to use the laundry?

The laundry will be accessible, booking it at the Reception and respecting the rules: the access will be permitted only to one person at a time. Outside the laundry there will be a dispenser of alcohol-based disinfectant, in order to clean the hands before and after the access into the laundry.

Will it be possible to use the maintenance area for bikes?

The maintenance area for bikes will be accessible, booking it at the Reception and respecting the rules: the access will permitted only to one person at a time, with mask and gloves.