

## USEFUL INFORMATION FOR YOUR SAFE HOLIDAY AT MALIBU BEACH

***To spend your open-air holiday with serenity and in complete safety, we ask you to respect a few simple guidelines:***

- Wear a face mask when you enter indoor spaces (supermarket, bazaar, restaurant, toilet blocks) and in all cases when it is not possible to respect a distance of at least one meter between people
- Keep a distance of at least one meter with people who are not part of your family or who do not share your accommodation
- Wash your hands frequently with soap and water or by using hydro-alcoholic solutions available at various points of the place
- Follow all the instructions given by our personnel and by the signage you can see all over the place
- If you feel symptoms such as a cold, cough, sore throat or if you have a body temperature above 37.5°, do not leave your accommodation and inform promptly the reception

### **CHECK-IN AND CHECK-OUT**

- Before arrival we recommend guests to check-in online
- In order to avoid crowding, for check-in and check-out procedures and for all other needs of direct contact at the offices, only one person per family is allowed to enter
- To enter the offices, you need to wear a face mask, sanitize your hands and respect social distancing
- Body temperature is not measured. However, anyone with a temperature over 37.5° will not be allowed to stay
- The use of electronic payments is highly recommended

### **PUBLIC AREAS**

- Guests must always wear a face mask when they are indoors and when it is not possible to respect a distance of at least one meter between people. The face mask is not necessary for children under six, in case of disability not compatible with continuous use of the mask or when driving the car
- It is necessary to avoid all types of crowding and respect the social distancing of at least one meter except for people belonging to the same family or sharing the same accommodation
- Pay special attention to hand hygiene by washing them frequently with soap and water or by using hydro-alcoholic solutions available to guests at various points in the place. Hand hygiene is mandatory when entering a closed common area or before touching frequently used objects (e.g. ATMs, handles, etc.)

### **ACCOMMODATION**

- The sanitization of the housing units is done at each guest change with the use of certified cleaning products, ensuring the exchange of natural air and the periodic replacement of the air conditioner filters. Guests are not allowed to stay inside the accommodation during cleaning operations. The cleaning and sanitizing operations of all areas of the village are carried out in full compliance with the guidelines of the health institutions and authorities
- During maintenance interventions in the housing units by personnel, guests are advised not to stay in the same room and, if possible, to wait outdoors
- Guests are recommended to scrupulously clean their lodgings, their contents, and personal items, with special attention to the most frequently used parts such as surfaces, switches, handles, etc.

### **PITCHES**

- In the pitches, guests' housing units (caravans, campers, tents) must be positioned in such a way as to guarantee compliance with the distancing, in any case not less than 3 meters between the two entrances, if frontally positioned. The spacing of at least 1.5 meters must also be maintained for tables, chairs, sunbeds, deck chairs, which customers are advised to carefully clean

### **TOILET BLOCKS**

- In all the sanitary blocks there are dedicated routes to avoid contacts and crowding as much as possible
- Dispensers with hand sanitizing solutions are available in the toilets
- Toilets are cleaned a number of times during the day, in full compliance with the guidelines of the institute of health

### **RESTAURANT**

- At the restaurant entry requires full compliance with the measures envisaged to guarantee social distancing and hygiene and by following the indications received from the staff
- There is no measurement of guests' body temperature, even if the operator would be entitled to do so, preventing access if the detected temperature is over 37.5°
- Self-service buffet is not allowed. Eating or drinking at the counter is allowed only with an interpersonal distance of at

least one meter between customers

- Customers are required to wear a face mask whenever they are not seated at the table
- At the table, the distance of one meter between the seats must be respected except between people belonging to the same family or occupying the same accommodation
- For payments, the use of electronic means is recommended

### **SHOPS**

- To enter the shops, it is compulsory to sanitize your hands with the product available at the entrance and wear a face mask
- Guests must respect the measures foreseen to guarantee distancing of at least one meter of between people
- For payments, the use of electronic means is highly recommended

### **ANIMATION**

- Animation activities will take place in full compliance with safety measures. Entertainment activities can have a limited number of participants to guarantee distance for the safety of both guests and operators. All activities that involve physical contact between people or that do not guarantee adequate spacing are not allowed

### **SWIMMING POOL**

- The use of the swimming pool area must take place in full compliance with the measures foreseen to guarantee social distancing and hygiene and avoid crowding of people. To access it is necessary to sanitize your hands with the product available at the entrance
- Entry into the swimming pool area is allowed until the maximum number of people is reached: the crowding density in the solarium and green areas is calculated with an index of not less than 7 square meters of walking surface per person
- The distance between the sunbeds cannot be less than 1.5 meters, except between people belonging to the same family or sharing the same accommodation
- Before entering the pool, it is mandatory to take a shower and wear a cap
- The crowding density in the pool is calculated with an index of 7 square meters of water per person
- The chlorine contained in the water is constantly monitored
- In any case, the instructions given by the lifeguards and by staff must be followed. Parents are recommended to constantly supervise the children for compliance with the distance and the sanitary standards. Very young children must wear containment diapers
- Chairs and sun-chairs are sanitized by the staff at each guest change

### **BEACH**

- Bathing in the sea is permitted
- The use of sun umbrellas and lounge beds on the beach must take place in full compliance with the measures foreseen to ensure social distancing and hygiene, avoid crowding and following the instructions of the personnel
- Each sun umbrella will have 12 square meters available. The distance between the sunbeds must not be less than 1.5 meters, except between people belonging to the same family or occupying the same accommodation
- Access to the beach is guaranteed only with a reservation. It is advisable to book your beach set in advance through our reservation office
- Before and after using the bathrooms, hand hygiene is recommended
- The use of electronic means is highly recommended for payments
- Individual sports are allowed (running, swimming, etc.), keeping a distance of two meters from other people. Group activities are not allowed
- Sun-chairs are sanitized by the staff daily

*These rules will change if new regulations will be taken by our government*