



CUSTOMER GUIDE

For holiday with complete peace of mind 😊

Dear customers,

Our goal is, and has always been, for you to spend **great holiday moments with us.**

This guide introduces the **solutions that we have set up** with regard to the current sanitary situation to keep you and our staff safe so that you can relax and fully enjoy your holidays.

These precautions will only make sense if every one of us demonstrates self-discipline. At Le Parc du Val de Loire we trust in you; we know we can **count on you, on your sense of respect towards others, to be able to meet this challenge.**

These solutions may change over the summer period, depending on the evolution of the situation and regulations.

Consequently, holidaying in 2021 will for sure be different but just as enjoyable.

Yelloh ! Village Parc du Val de Loire Team 😊

The elements contained in this Guide serve as a supplement to our Internal Rules and Regulations concerning the Campsite and commits the client to respect them.

The sanitary measures put in place correspond to the application of:
- The sanitary Charter for "HÔTELLERIE DE PLEIN AIR"
- Recommendations of the High Council of Public Health



This year, before leaving home, don't forget:

- **To make a booking, which we strongly recommend this year.**
- Please bring your own pen to be able to register at the Reception.
- To download the Yelloh! App, so you can follow the entertainment program, the activities proposed both inside and outside the Campsite and the times for all our services
- **Your own hydro alcoholic gel and masks for all the family, because they will be mandatory inside the reception, the shop and the restaurant.**
- **Bring your own swimming pool towels for the sun loungers** (*we will provide disinfectant spray for your sun loungers if you wish*)
- **Your sport mat, if you wish to participate in certain fitness activities.**
- **Your swimsuit or swim shorts (not long), as this year long swim shorts will be forbidden at the pool.**
- **Your smile and cheerfulness 😊**

AT THE RECEPTION, how will it work? :

- One person per family can be admitted into the Reception.
- If necessary, please wait outside (don't worry the weathers' warm!) until a reception booth is free.
- Mandatory to wear a mask.
- The documents that will be handed to you will have been prepared more than 24 hours in advance.
- Payment by credit card is preferable for your deposit.

THE FACILITIES

Restaurant / Bar

- You will be mainly welcomed on the outdoor terraces where the distance rules are easy to apply.
- Mandatory to wear a mask.
- You will also have the possibility of ordering ready meals, take-away pizzas to taste them in your accommodation!
- Mandatory to wear a mask.

VIVAL shop

- Mandatory to wear a mask.
- The maximum number of people allowed inside at one moment is indicated at the entrance. Please respect the indications by waiting outside.

WELLNESS center

- The SPA will be open (extra fee) and by reservation of 6 persons maximum. It will be cleaned up and disinfected after each use, as usual.
- Marion, our masseuse, will welcome you also by reservation (extra fee) and will clean up and disinfect her cabin as usual also.



SWIMMING

US

- We rigorously comply with regulations towards the water treatment of our aquatic areas in order to inactivate micro-organisms of which the virus. So that the water in our pools is disinfected and disinfected. Fully complying with Public Health Code standards. Our structures are equipped with automatic analysers, permanently checking the data. Several times a day, manual checks are also carried out.
- The beaches and all the public facilities you could come in contact with are regularly disinfected. Notably the toilet, ramps, handles gates...
- The amount of sun loungers has been adjusted to fit into the French Governments' outlines on Social Distancing. In High Season, in order to permit a more tranquil usage, we may have to organize access to swimming areas to be able to continue to respect Social Distancing measures. In this case and if necessary, opening times will be adapted, therefore guarantying access.
- The poolside assistant is in charge of enforcing the Social Distancing rules so that you can enjoy your holiday time.

YOU

- Swimming costumes or trunks (not long) are mandatory this year (knee-length shorts, shorts with pockets, baggies or under wear are strictly forbidden).
- Hydro alcoholic gel is available at the entrance to these areas and at the start of the waterslides.
- Sanitizing products will be available to you if you wish to disinfect your sun lounger
- You are requested to respect Social Distancing regulations whilst lounging and whilst going towards the pool.
- You must obey the poolside assistants' instructions.
If attendance increases and so that everyone can enjoy these areas, we may have to ask for your patience before going to swim or to spend less time in and just around the pools.

Swimming pool area - Waterslides

- The whole area is open (indoors and outdoors)
- On the waterslides, distancing must be respected (as usual...)
- The Children's aquatic playground is open without the water projections.



COMMUNAL SANITARY FACILITIES

US

- We have condemned equipment not permitting a correct social distance (for example adjacent sinks)
- Where it was possible, we have set up circulation directions, representing the entrance and exit of each building.
We have increased the cleaning frequency by adapting our disinfection and cleaning procedures.

YOU

- Do not station in the sanitary hallways: if necessary, wait outside respecting Social Distancing of at least 1m.
- For everyone's protection, as soon as you enter the sanitary, please wash your hands with soap.
- If you so wish, you may proceed to disinfect various points of contact yourself with which you may come in contact (door handles, taps and shower head, toilet seat etc.) with the available disinfectant and paper roll.

ENTERTAINMENT

CHILDREN

- The reception of the 5 to 12 years old is provided 6 days a week, per group of 10 to one animator.
Inscriptions will have to be made on the day of the chosen activity.
All the activities will take place outdoors. The equipment used by the children for the whole activity duration, is disinfected after use. The animators are vigilant and ensure that the non-exchange of materials between children and regular hand washing is followed.
- All the outdoor playgrounds will be open, also the baby club (under parents responsibility).

SPORTS

- Fitness classes and Aquagym will be proposed outdoors. For certain activities you will have to bring a floor mat and or towel. Safe distance measures will be implemented by floor markings.
- Sports tournaments will be organized and sports fields: tennis, multisport, table-tennis, petanque are available for you to use (don't forget to bring your equipment or possibility to buy at the reception)

EVENINGS

- There will be entertainment almost every evening such as live bands, shows, quizzes... on the stage.



YOUR ACCOMODATION

US

- Although we already were above par with our hygiene measures concerning our accommodation. Evidently, this year we have adapted our cleaning procedures to include the additional requirements, engaged our Housekeeping Officials expertise to strengthen our competent teams' capacity with extra training.
- All contact points will be systematically disinfected, (notably, work surfaces, light switches, taps, door handles, tables, chairs, crockery, domestic appliances, fabric, bed linen etc...) each with suitable products (selected and used with the objective not to harm the environment). A disinfectant will be applied onto cushions, curtains and mattresses and the outside furniture.
- Sheets and bathroom towels (included in some accommodation types) are professionally cleaned by the company Élis. Scrupulously subjecting itself to the French Government's decree relative to our current sanitary crisis with: a 60°C wash in detergent products (anti-bacterial virucidal and anti-fungal.), a 180°C drying process and with a computerized filmed market preparation.

YOU, upon arrival

- In order to allow a maximum of time between each occupant, we advise you to arrive as late as possible (at least after 4pm). We can welcome you, even if you prefer to drive late. In this case, please give us a call to let us know.
- The dishes are clean. However you can wash them again, if you wish.

YOU, upon departure

- In order to allow a maximum of time between each occupant, we request that the accommodation be vacant at 10 am, at the latest.
- We also request that you leave the windows wide open so that fresh air can circulate.
- Don't forget to do the washing-up as this is NOT included in the Final Cleaning package and therefore subject to a supplementary charge.
- If you have used the provided bed sheets and towels (in certain accommodation types) Please place your bed sheets, towels and bath mat in the provided bags in front of the reception.
- Please discard the alèze matras and alèze pillows in the bin.

THANKS FOR YOUR SUPPORT !

WE WISH YOU A NICE HOLIDAY AT PARC DU VAL DE LOIRE

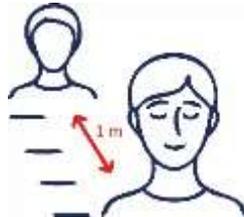


General Measures applied throughout the Campsite



Use disinfectant products or wash your hands with soap before entering a public building and whilst using collective equipment.

Cough and sneeze inside your elbow fold or in a disposable tissue and throw it away correctly.



Respect Social Distancing with a minimum of 1 M, in all areas and the direction of circulation when indicated.

The use of a mask is only necessary when inside public structures and shops. A maximum people capacity will be posted at the entrance. Masks will not be mandatory outside.



Groups of more than 10 people are not permitted.

Emergency contact number (Security Guard) 24/7:
To consult on the reception window

In cases of suspected contagion with COVID-19 (respiratory difficulties, loss of taste or smell senses) You are requested to inform the Campsite's COVID Manager (phone number on the window reception) who will immediately direct you towards an adapted medical service. The Management has the right to request a temperature check on a client or staff member or to request a sworn statement certifying the absence of Covid 19 symptoms. In the case of a contamination after your stay onsite, we would be grateful if you could inform us, in order to enact with disinfection procedures.