

Covid-19 Info | Holiday Village Florenz



ANIMATION

Is there an animation service?

Sure. The animation service is guaranteed from 23.05 to 11.09.2021.

What activities are possible? All activities that allow adequate spacing are possible. Mini club with workshops, fitness activities, individual sports, and evening entertainment.



CHECK-IN

Is the guest's body temperature measured upon arrival?

No. There is no measurement of the guests' body temperature upon arrival

Do I have to observe special rules when inside the campsite? The anti-COVID defence strategy is based on three simple, fundamental principles: 1) personal use of face masks; 2) personal hygiene; 3) respecting the distance of at least one meter.

Is body temperature measurement expected for the employees?

Yes. The body temperature measurement is mandatory for employees and suppliers every time they enter the campsite.



SANITARY BLOCKS

How are toilets to be used and how are they sanitized?

In all the toilets there are dedicated paths to avoid crossings as much as possible. Dispensers with hydroalcoholic solutions for hands hygiene have been positioned in several strategic points, all sanitary fixtures can be used keeping the minimum distances of one meter between each other. The constant sanitization of frequently touched surfaces and sanitary fixtures carried out by specialized personnel, together with the natural circulation of air, guarantees the safety of users..



FOOD

Is body temperature measurement required to access restaurants?

No. There is no measurement of guests' body temperature.

Do I have to wear a face mask inside the restaurant?

Inside the restaurant, customers are required to wear a face mask whenever they are not seated at the table.

Are there sanitizing products at the entrance of the restaurants?

Yes, hygiene products are available for customers and staff in several points of the room, especially at the entrance and near the toilets.

Is it possible to book a meal?

Yes, reservations are strongly recommended, as there cannot be more customers inside the restaurant than there are seats.

Are takeaways and food delivery available?

Yes, we have developed a specific APP for a complete food delivery experience, which allows you to order the meal from the pitch or the housing unit and paying online. The takeaway is also available.

Do you have restaurants with outdoor tables?

Yes, all our restaurants and bars have outdoor tables with large terraces.

How did you solve the problem related to the menu consultation?

The printed menus have been laminated with pre-use and post-use sanitization, menus are also available online on the mobile phone, or non-returnable paper.



HOUSING UNITS AND PITCHES

How are the hotel housing units sanitized?

We collaborate with a specialized staff that sanitizes the housing unit at each guest change with the use of certified cleaning products or other equipment. Natural air recirculation and periodic replacement of air conditioner filters is also guaranteed.

Is it safe to stay on the camping pitches?

Of course. The width of the pitches ensures the respect of safety distance; the possibility of living the whole day outdoors and enjoying the sun's rays is an important factor in fighting infection.

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BEACH AND SEA

Is it possible to swim in the sea?

Of course, a saltwater bath is recommended for its healthy properties on the body, for the natural disinfection of the saline environment and the very high dilution guaranteed by seawater. It should be noticed, that the Comacchio coast has been awarded with the Blue Flag in 2020, a prize for clean seawater and the utmost attention to safety.

What is the distance to be kept between the sun umbrellas in the rental areas?

Each umbrella must have 10 square meters available. We have decided to bring this limit to 16 m².

What is the distance to be maintained between beach equipment?

Beach equipment (sunbeds, deck chairs) should guarantee a distance of at least 1.5 meters, if not positioned in the sun umbrella place.

Is it possible to book the beach station?

Yes, our Reception can give you all the necessary information.

Are there special rules in free beach areas?

No, the same rules apply as for areas with rental umbrellas.

Is there a beach steward?

Yes, the beach steward is available for any information on prevention measures.

What is the distance to maintain between my beach equipment and that of the neighbours?

Personal equipment (sunbeds, deck chairs, etc.) must be placed at least two meters away from neighbours.



SPORT

Can sports be practised?

Yes, all individual sports are guaranteed (tennis, beach volley, water sports, etc.) and can be practised safely.



FACE MASK

Do I have to wear a face mask during the holiday?

Guests must use the face mask when they are indoors or outside the delimited pitch/housing unit area only when it is not possible to guarantee the interpersonal distance of at least one meter.

Should staff inside the campsite wear a face mask?

The staff is required to use the face mask always when they are with guests and when it is not possible to guarantee interpersonal distance of at least one meter.

We would like to remind all of our Guests that it is necessary to wear a mask inside all closed spaces and whenever the 1-meter safety distance cannot be kept. Furthermore, we would like to remind you that, due to our new national policies, from 18:00 to 6:00 it is now mandatory to wear a face mask in the open, in all potential gathering areas. At the beach and in the Aquaparks the safety distance between each guest's spot must be of at least 1.5 meters.



POOL

Is it possible and is it safe to swim in the pools?

Yes, the chlorine contained in swimming pools water is constantly monitored (free active chlorine between 1.0-1.5 mg/l; combined chlorine \leq 0.40 mg/l; pH 6.5-7.5). The crowding density in the pools it is calculated with an index of 7 m² of water surface per person.

Is it possible to use the solarium?

Yes, the crowding density in the solarium is calculated with an index of no less than 7 m² of walkable area per person. Equipment (deck chairs, sun loungers) can be positioned by respecting distance indications and using dedicated pathways. The staff sanitizes the equipment at each change of user and/or at the end of the service.

Are there sanitizing products in swimming pool?

Yes, every place is equipped with a dispenser with hydroalcoholic solutions for hand hygiene at the entrance, in the solarium area or in strategic points to encourage hand hygiene. Cleaning hands is mandatory if entering the parks.