

CLIENT GUIDE

For a holiday in Paradise

Our aim is, as it has always been, to provide you with an excellent experience.

This guide presents the solutions that we have established to deal with the current health situation so that you may make the most of your holiday while preventing any risk to your health and that of our employees.

These precautions only make sense if we all practice self-discipline. But we here at Le Paradis, we trust you, and we know that we can count on your respect for others so that we can all collectively rise to this challenge.

The solutions that we propose are subject to change during the course of the summer, depending on the situation and the regulations in force.

Your 2020 holiday might be different, but it will be just as fantastic.

Gé and Ellen Kusters

The guidelines provided in this document are an update of the internal campsite regulation, and the client is required to observe them.

We have made these arrangements to comply with:

- the Health Charter for Outdoor Accommodation (*Charte Sanitaire pour Hôtellerie de Plein Air*)
- the recommendations passed down by the Public Health Council (*Haut Conseil de la Santé Publique*)

Environment and safety

Regardless of these recommendations, we must continue to minimize our impact on the environment.

We ask you to not flush disposable wipes down the toilets, to help keep our water purification station in good working order.

In our self-catering accommodation units, we provide you with an eco-label cleaning kit.

For your health and that of our employees, we always use eco-friendly products and keep the use of aerosols to a minimum.

This year, before you leave for your holiday, please remember to:

- Download the “Le Paradis” application, which provides information on our entertainment programme and the activities available both at and around the campsite.

Android: <https://play.google.com/store/apps/details?id=com.iziresort.leParadisPerigord>

Apple: <https://itunes.apple.com/fr/app/le-paradis/id1318778855?mt=8>

- Bring hand sanitizer and masks for the whole family, since many shops and tourist sites of the region require all patrons to wear a mask.
- Pack your beach towel for the poolside lounge chairs.
- Pack your swimming costume or short swimming trunks, since this year they are compulsory at the pool
- ...Smile!

What is the reception procedure?

- Only one person per party is admitted to the reception area. Please do not bring bags inside.
- If necessary, we ask that you kindly remain outside to wait until a reception agent is available to serve you. Don't worry, the sun will be shining!
- Please make your payment with a bank or credit card if possible.
- We will send you the invoice by email.
- Regardless of your arrival time, we will be available until 9 p.m. for check-in.

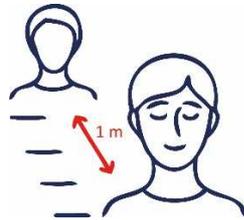
General measures applicable to the entire campsite

In all our buildings, we have set up floor markings, traffic flow directions, and hand-washing stations.



Use hand sanitizer or wash your hands with soap before entering a common area or when using collective equipment.

If you must cough or sneeze, do so in the crook of your elbow or use a disposable tissue, then discard it.



Please respect a distance of at least one meter at all times and follow the flow of traffic if one has been established.

Wearing a mask is only required inside shops. The maximum authorised capacity is displayed at the entrance. It is not obligatory to wear a mask outside.



10 personnes MAX

Gatherings of more than 10 people are not authorised.

24-hour safety emergency number: +33 (0)5 53 50 72 64

In case you suspect infection with COVID-19 (breathing difficulties, loss of taste or smell, etc.), we ask that you inform the campsite's COVID correspondent, Mrs. Ellen Kusters, at **+33 (0)5 53 50 72 64**. She will immediately put you into contact with a doctor. If you contract the virus following your stay at the campsite, we would very much appreciate that you notify us so that we may proceed with disinfection procedures.

The swimming pool area



All our indoor and outdoor swimming pools, as well as the Splashpad, are accessible. However, the sauna, steam bath and spa will remain closed for the time being.

OUR EFFORTS

- We are applying stringent measures in treating the water in our swimming pools. They are perfectly compliant with the standards and are checked by the ARS (Regional Health Agency) several times during the season.
- The poolside spaces, the lounge area, and all the collective equipment with which you may come into contact are regularly disinfected.
- The number of lounge chairs has been adjusted to observe the physical distancing objectives required by the authorities.
- We provide disinfectant if you would like to disinfect your lounge chair.

YOUR EFFORTS



- A swimming costume or short swimming trunks will be compulsory this year (sorry, it is strictly prohibited to wear underwear beneath swimming trunks).
- It is obligatory to shower with soap before entering the swimming area.
- We ask that you use beach towels.
- Please observe physical distancing rules when you take your place on a lounge chair or make your way around the pool.
- To make the most of your swim, we recommend that you visit the pool at less crowded times of day.
- Inflatable toys and rafts will not be authorised, with the exception of floating equipment for children's safety.
- **We thank you for following any instructions given by our lifeguard, who is in charge of applying the internal regulations to the swimming pool area to enable you to make the most of your holidays.**



Services

The restaurant

- The terrace and dining room have been rearranged to observe physical distancing rules.
- This year, if you are planning on dining at the restaurant, it is strongly recommended that you reserve in advance.
- In cases where physical distancing cannot be strictly respected, the service personnel will wear a mask or visor.

The convenience store

- To protect the health of our employees, it is strongly recommended that you wear a mask inside the shop.
- The maximal authorised number of people inside is displayed at the entrance. Please wait outside if necessary to avoid exceeding the limit.
- A plexiglass shield has been set up at check-out.

Collective sanitary facilities

OUR EFFORTS

- We have increased the cleaning frequency and have adapted the washing and disinfecting procedures.
- Some equipment may be temporarily closed.
- We provide disinfectant if you would like to disinfect the premises before and after use.

YOUR EFFORTS

- If you like, you may disinfect any equipment with which you may come into contact (door handles, water taps, shower head, toilet seat, etc.) using the disinfectant and paper provided for you.
- Please avoid remaining in the common areas for prolonged periods.

Your accommodation

OUR EFFORTS

- Although we always pay close attention to the cleanliness and sanitation of our accommodation, we have further reinforced our housekeeping procedures.
- Cleaning and disinfection, which are always performed before new renters check in, may take longer than usual.
- Laundry is washed according to the government's orders for the health crisis.

YOUR EFFORTS during check-out

- In order to allow as much time as possible between each renter, we ask that you vacate your accommodation by 10 a.m. at the latest. Remember to make an appointment for your end-of-stay inspection.
- We also ask that you leave the windows open to enable the air to circulate more freely.
- If you have used the linens provided (in certain accommodation units), please separate the following items in piles on the floor:
 - Bath towels and bath mats,
 - Pillowcases
 - Sheets
 - Under-sheets

Activities and entertainment

KIDS' ACTIVITIES

- The activity coordination team is currently preparing a programme that makes it possible to accommodate children in observation of the recommendations.

ATHLETIC ACTIVITIES

- For the time being, we will not be coordinating sports tournaments. The sports fields, including the tennis court, multi-sport field and pétanque court, as well as the ping-pong tables, are available for your use.
- Canoeing is available along specially designed circuits.
- The activity coordination team is currently preparing a suitable sports programme.

EVENING ENTERTAINMENT

- We will coordinate entertainment such as shows, games, karaoke, blind tests, and so on.
- As for concerts, we cannot make any announcements for the time being.
- Barbecues and picnics are currently being organised.

The surrounding area

- The tourist sites of the region are open and accessible. In most cases, you should reserve for admission in advance.
- Weekly markets will be held, and directions for pedestrian traffic flow will be established.
- Restaurants will be open.
- Supermarkets are open without restriction.
- As for festivals, village fêtes, gourmet markets and second-hand markets, we do not have information at this time.
- Ponds and leisure parks remain accessible.

To make the most of the region's infrastructures, remember your masks.
For more information, please enquire directly with the tourist office or site.