



SERVICES AND OFFICES

Is the office regularly open?

Of course, the office is open regularly. To ensure privacy, we ask only one representative of the family or group - to come to the check in desk with a document.



CHECK-IN

Is the guest's body temperature measured upon arrival?

No. There is no measurement of the guests' body temperature upon arrival, even if the operator would be entitled to do so, preventing access if the detected temperature is over 37.5°.

Do I have to observe special rules when inside the campsite?

The anti-COVID defence strategy is based on three simple, fundamental principles:

- personal use of face masks in closed areas or when other people are nearby then less than 1,5 mt;
- personal hygiene;
- respecting the distance of at least one meter.

At the check-in, all guests will receive a vademecum for their vacation.



CHECK-OUT

When i have to do the check-out?

To make your departure easier we ask you to make the payment the day before your departure by 19.00 in the evening. To guarantee your privacy we ask that this operation be done by a single person in the family / group.



FACE MASK AND GLOVES

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

Guests must use a face mask when outside the area of the pitch/housing unit and always **when at least one-meter distance from each other cannot be guaranteed** (except those belonging to the same family) and when not doing physical activity.

Do I have to wear disposable gloves while on vacation?

Free access to hydro-alcoholic solutions for hand hygiene is guaranteed in various locations within the structure. Its frequent use is suggested both to guests and staff. Therefore, **the use of disposable gloves is not mandatory** except in supermarkets.

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.



PITCHES

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.

How should I position the caravan?

The open sides (the access side) of the housing units (caravans, campers, tents) must respect a distance of at least three meters from other neighbouring units.



SANITARY BLOCKS

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

In all the toilets 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.



ACCOMMODATIONS

How are the accommodations sanitized?

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

How about Bed?

The sheets, washed at 90 degrees and supplied by a specialized company in the sector- will instead be provided by us. "Waterproof" Disposable mattress cover.

How about Kitchen?

All the material in the kitchen will be sanitized using a high temperature dishwasher and upon your arrival, you will find it packed in a special package



MARKET

At your arrival you will be given a personal bag to use for shopping:

we recommend booking bread (at the shop counter) to decrease waiting times.

To enter the shop you will need to wear a mask and gloves; for access, wait for the instructions of the staff and while waiting, please keep an orderly distance.

Unaccompanied children will not be able to enter.

Do I have to wear a face mask to enter shops and at the supermarket?

Yes, it is mandatory.

Do I have to wear disposable gloves inside the shops and at the supermarket?

In supermarkets, and clothing stores, the use of disposable gloves is mandatory.

Where can I buy hygiene products?

Our supermarkets have a wide range of hygiene and protection products.



RESTAURANT DARNA

Is body temperature measurement required to access restaurants?

No. 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°.

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 takeaways available?

Yes, by Darna Piazza e Cucina it is always possible.

Do you have restaurant with outdoor tables?

Yes, tables must be arranged as to guarantee the interpersonal distancing

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

Each menu will no longer be reused and will be thrown away



BEACH AND LAKE

Is it possible to swim in the lake?

Of course !

Are there special rules in the beach?

As always is recommended the distance equivalent to 2 meters to the other beach guests.

We recommend, however, to enjoy the privacy of your pitch also for sunbathing, in order not to crowd the beach.

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.