

Useful tips for your holiday in Camping Village Waikiki

Live your holiday safely and without worries!

Safety has always been very important at Camping Village Waikiki and therefore we have taken some measures to guarantee an open-air stay, close to nature and without worries.

The services that we guarantee are not changed, we have just **increased the frequency of some sanitization and cleaning activities** and our staff is qualified and equipped to meet all requirements.

To guarantee you a safe holiday, we are committed to:

- arranging a **properly system of signs** on the ground and information into several languages and watching over **rules respect**
- guaranteeing a **wide range of hygiene systems** in several places of the camping
- guaranteeing a **frequent cleaning and the sanitization** of the areas and the equipments
- **sanitizing the accommodation** at each departure to ensure the next guest a hygienic and safe environment
- sanitizing your **deckchairs and sunbeds** after your every daily use
- **verifying the bathing suitability** constantly analyzing the compounds levels in the swimming-pools

Here some easy tips that we ask you to respect to allow also other guests to enjoy a peaceful and a pleasant holiday:

- **Keep the one meter safety distance** whenever you are with other “no-living together” guests
- **Wear the mask** indoor and when it is not possible to guarantee the interpersonal distance of at least one meter
- **Wash your hands often** with soap and use the sanitizer gel that you will find at your disposal in different areas
- **Stay in your accommodation in case of flu symptoms** (temperature over 37,5°, cold or cough) and get in touch with the doctor as well as with the reception
- **Respect the maximum number of people allowed** in the rooms, do not stay inside (eg supermarkets) beyond the time needed and always supervise your children
- **Respect yourself and other people following any other indications**

CHECK-IN & CHECK-OUT

1. Is the guest's body temperature measured upon arrival?

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°.

2. Is online check-in available?

We suggest to check-in online if you have already booked.

3. Have you implemented new methods at check-in/check-out?

On the day of arrival, we recommend parking the car outside. Only one person per family must check-in with all documents. The payment of the stay is made upon arrival, we suggest electronic payment to avoid contact. On the day of departure, check-out takes place without getting out of the car at the exit of the village.

SWIMMING POOLS

1. Are swimming pools open and is it safe to swim in the pools?

The swimming pools are open, the access to water is limited. The chlorine contained in swimming pools water is constantly monitored to guarantee a safe swim.

2. Is it possible to use the solarium and the green areas?

Yes, the crowding density in the solarium and green areas is limited. Equipment (deck chairs, sun loungers) can be positioned by respecting distance indications (at least 1,5 meters). The staff sanitizes the equipment at each change of user and/or at the end of the service.

3. Are there sanitizing products in swimming pools and aqua parks?

The swimming pool area is equipped with a dispenser with hydroalcoholic solutions for hand hygiene at the entrance to encourage hand hygiene. Cleaning hands is mandatory if entering the parks.

4. Do I have to observe special rules when inside the swimming pool area?

Before entering the pool a shower with soap is required;
The use of a swimming cap is mandatory;
Swimsuit for children / babies is mandatory

SANITARY BLOCKS

1. 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.

BEACH AND SEA

1. 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.

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

Each umbrella must have 12 square meters available. We have decided to bring this limit to 15 m².

3. 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.

4. Is it possible to book the beach station?

The access to the beach is possible only with reservation. Our booking service can give you all the necessary information.

5. Are there special rules in free beach areas?

No, the same rules apply as for areas with rental umbrellas. The access to the free beach area is possible only with reservation.

ENTERTAINMENT

1. Is there an animation service?

The animation service is guaranteed for the entire opening period of the campsite.

2. What are the accessing methods of the activities?

All entertainment activities are preferably accessible by reservation and can have a limited number of participants, in order to guarantee distance and safety, both for guests and operators.

3. What activities are possible?

All activities that allow adequate spacing are possible. fitness activities, individual sports, activities for children and evening entertainment.

4. Can sports be practised?

Yes, all individual sports can be practised safely.

PITCHES

1. 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. Keep the distance of one meter from the perimeter of your pitch.

FACE MASK AND GLOVES

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

Guests must use the face mask when they are indoors or when it is not possible to guarantee the interpersonal distance of at least one meter (except those belonging to the same family).

2. Do I have to wear disposable gloves?

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.

SHOPPING

1. Is there free access to supermarket and bazaar?

You can access the market and the bazaar respecting the maximum number of accesses allowed at the same time and keeping the necessary distances from other people.

2. *Is it necessary to wear a mask and gloves?*

Gloves and masks are required for access.

3. *Where can I buy hygiene products?*

In our shop you can buy hygiene products and gloves.

4. *Can we hire bicycles?*

Bicycles and helmets can be hired. Both are cleaned and disinfected after each use as required by health protocol.

FOOD & BEVERAGE

1. *Is the restaurant open and is it safe to go there?*

The restaurant is open in compliance with the health protocol that requires the distance from other households of at least one meter and the cleaning and disinfection of each table at the end of its use. It is therefore possible to use the table service in complete safety; there is no plexiglass barrier and you can eat both inside and outside at the tables provided.

2. *Is it necessary to wear a mask at the restaurant?*

The guest is required to wear the mask when not sitting at the table but inside the restaurant. At the entrance of the restaurant there are also dispensers with hydroalcoholic solutions for hand hygiene..

3. *Is it possible to order for take-away?*

For all those who prefer to eat in their own accommodation or pitch, take-away service is available but also home delivery service is implemented.