



*Welcome!*

The Camping Village Europa has your safety close to its heart: help us to help you!

In addition to having implemented the sanitization of all environments and equipped them with all the necessary tools to ensure the safety you deserve, we have reviewed many procedures to avoid any possible risk for you and us and we have also put at your disposal many useful tools.

Our Housekeeping service guarantees a daily cleaning and sanitization of the spaces, contact surfaces, equipment and devices with products approved by health protocols. The toilets are subjected to scheduled cleaning while the sanitization is repeated frequently during the day; at the moment the bathroom service n. 1 is not working. We guarantee the exchange and circulation of natural air in all rooms for common use and in the toilets. We clean and disinfect the filters of the air conditioning systems at scheduled breaks. We kindly ask you to wear the mask, as required by law, in enclosed common areas, in the arena or when you cannot guarantee the distance of at least 1 meter from another person.

We ask you follow just a few simple tips and we already want to thank you for your cooperation! All the staff wish you a pleasant stay here with us. From the heart.

#### **At the Reception**

Thank you for registering yourself online and speeding up check-in operations.

Thank you for respecting the interpersonal safety distances.

Thank you for frequently using the hand sanitizer that we put for you in different spots of the Village.

Thank you for contacting the staff for any doubts about how to behave in order to avoid any risks.

Thank you for recharging online your band [my.villaggioeuropa.com](https://my.villaggioeuropa.com) with your credentials noted on the check-in.

Thank you for **always** wearing our bracelets inside the Village.

Thank you for entering at the reception one person per family at a time and trying to use phone and email as much as possible: we are always there for you!

Thank you for keeping a correct behaviour in all common areas, respecting you and other guests.

Thanks for choosing us.

Thank you for choosing safety.

#### **At the Restaurant Pizzeria, Beach Bistrot, Pool Bar and Ice Cream Parlour**

To preserve the safety of our guests in the future, we have made some changes to the services, without penalizing this important moment of your day. . . indeed!

First of all we would like to inform you that our kitchen staff, as well as those of all other departments, are regularly fitted with gloves and masks and work in compliance with safety distances and all applicable regulations. Stay easily seated at your table and choose: you just have to taste the greatness of our dishes. And don't worry about anything, we've already arranged for the sessions to be spaced out so that you can enjoy your meal in complete safety. Please use the mask and sanitizer before entering; when you are seated at the table you can take off your mask and enjoy the company of your loved ones.

And remember that, when you want, you can order from the **Smart Touch Menu App** and the food delivery service will deliver the food to you directly at your pitch or accommodation! And not only that: we'll serve you under the beach umbrella!!!

#### **At the Supermarket**

Just stop for a second, do it for you and for us! Before entering, disinfect your hands, wear your mask and gloves. Go in alone and always keep a safe distance from the others. All areas are clean and sanitized, but you can never be too safe!

Also remember that you can recharge all the bands online.

### Accommodation

Bungalow, Sand, Perla, Exotic, Garden, Pineta, Mini Villino and Villino what do they have in common? Cleaning and sanitization carried out according to sanitary protocols with mechanical disinfectant cleaning and dry smoke treatment with saturation of certified sanitizing product. Safety on all surfaces and fabrics; even the bed linen is certified by Euro&Promos Laundry.

### Pitches

Our pinewood is characterized by wide spaces full of vegetation that can guarantee the safety distance between the pitches.

### Toilets

Never as now is it important to behave correctly in these areas: enter one at a time, wash your hands very carefully and try to leave the premises as clean and tidy as you would like to find them. They are small expedients that cost nothing, good habits that minimize any risk. We put all our efforts with the staff who overlook the service blocks during the day; help us with simple but important gestures for everyone!

### Enjoy our Beach and Inflatable Games by the Sea safely

Beach umbrellas and sunbeds are located at the correct safety distance following regional healthy protocols, cleaned and sanitized periodically. Under the beach umbrella it is not compulsory to wear the mask and not even when taking a bath. Inflatable games at sea are regulated by the lifeguards of the bathing establishment who watch the access to maintain the right interpersonal distances. Group activities and sports are not yet allowed, but our entertainment staff will entertain you with a rich program!

### Waterpark

Our beautiful and large Waterpark guarantees the interpersonal distance and bathing even for children in complete safety; our staff will constantly monitor compliance with the rules. We will take care of sanitizing and positioning the umbrellas and sunbeds at the correct distance; we ask you not to move them to have fun together in safety!

### MiniClub, Playground and Inflatable Games

Children do not give up a carefree holiday to spend together with the activities organized in small groups by Marianna and her girls, with the spacings provided also on inflatables. They'll wear the mask like real superheroes!!!!

### Entertainment

Every day Luca and his staff offer you fun and sport activities, organized in small groups to respect the required safety measures. You can find our program on the last page of the magazine or on the notice boards inside the Village. Every night our staff entertains you at the Teatro Arena creating a magical atmosphere with a show that changes every day . . . not forgetting to respect the distances between each other and between guests. Members of the same family can sit close together, keeping the interpersonal distance with the other guests and wearing the mask.

### Health guidelines

Please read carefully our Regulations and the Addendum, published on our website [www.villaggioeuropa.com](http://www.villaggioeuropa.com) and displayed at the Reception. In case you should run into any health emergency during your stay, please contact the Reception staff (+39 0431 80877 active 24h/24h) who will alert the competent health services.

**We really wish you a Beautiful Stay full of fun!!**