



# CUSTOMER GUIDE

## Health and sanitary measures and prevention regulations for holidaying with complete peace of mind in 2020

The information in this guide constitutes our updated campsite rules and regulations, to which all customers agree to adhere.

Our aim remains the same as it's always been: to ensure you have a great time with us!

This guide sets out the solutions that we've implemented in the face of the current health situation, so that you can get the most out of your holiday, stress-free, while we keep both you and our employees safe.

None of these precautions will work unless each of us demonstrates self-discipline. But, here at Yelloh! Village Les Grands Pins, we trust you and know that we can count on you to be respectful of others, so that we can overcome this challenge.

These solutions may change over the course of the summer, depending on the situation and the rules and regulations in force.

This means that holidays in 2020 will be different, but still very enjoyable!

Yelloh! Village Les Grands Pins management and staff

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The strategies we have implemented are in line with:  
- The HEALTH CHARTER FOR THE OUTDOOR HOSPITALITY INDUSTRY  
- Advice from the French Public Health Council

*À chacun ses vacances, à chacun son smile!*

**YELLOH! VILLAGE**



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## This year, before you set off, don't forget:

### To book and pay for your stay in advance, even for a short break

**To download the Yelloh! app** so you can access our programme of events, activities organised on and off-site, and service timetables (we won't be distributing our information leaflets this year, so you'll get your Yelloh Pass in PDF format via your Yelloh! app). You can also use the app to inform us of any technical issues or missing items – it's so easy!

**Your hydro-alcoholic gel and masks for the whole family**, as these are mandatory for moving inside the common premises : toilets blocs, reception, restaurants, supermarket, spa, playrooms and laundry.

Your swimsuit or swimming trunks, and your beach towel.

Your smile 😊

## What will happen at reception:

### Wearing a mask is mandatory in the reception

**Only one person per family will be allowed in the reception.** The traffic flow direction inside the reception will be marked out (entry via the door on the terrace and exit via the door near the bikes).

As with the last few seasons, we will be running an "express check-in" system outside the reception on busy days (don't forget to contact us before you arrive, in case this changes).

If necessary, please wait outside on the covered terrace until a space becomes available at the reception.

Avoid going into the reception with your shopping bags, luggage, surfboards, etc. We cannot provide our usual luggage storage service.

Your stay must be paid for in advance to avoid any payment on arrival. For any payments during your stay, please pay by card.

We will email you an invoice on request.

**Reception is open from 9am to 8pm.** This year, we request that you respect the arrival and departure times so that our organisation can run smoothly.

- **Camping pitch arrivals from 2pm**
- **Cottage arrivals from 5pm**

**You will not be able to access the campsite before these times. Thank you for your understanding.**

- Late arrivals will be assisted by our night security service from 8pm until 11pm at the latest.
- **Camping pitches must be vacated by midday**
- **Cottages must be vacated by 10am**

There will be no checkout procedures. Simply place your key or your badge in the "checkout" dropbox, and wave us goodbye!

You won't be able to remain on the campsite after these departure times.

## General measures applicable across the whole campsite



Use disinfectants or wash your hands with soap before entering a communal area or when using communal equipment or facilities.

Cough and sneeze into your elbow or into a disposable tissue and throw it away.



Please respect the 1m minimum social distancing requirement in all areas, and any traffic flow directions marked out on the ground.

Wearing a mask mandatory inside the common premises, whose maximum capacity will be displayed at the entrance.



Groups of more than 10 people are prohibited.

**Emergency number for 24 hour Security: +33(0)6 73 19 68 68**  
**Lacanau Océan GPs: Dr Noël + 33(0)5 56 03 21 20 and Dr Lafitte: +33(0)5 56 26 84 63**

**Should you suspect that you have caught COVID-19** (breathing difficulties, loss of taste or smell, etc.), you will be asked to inform the campsite's COVID adviser, Mr Julien Vaudon (tel. +33 (0)6 73 19 68 68) who will refer you immediately to a doctor. Management reserves the right to ask a customer or employee to take their temperature or to ask for a sworn statement declaring the absence of any Covid-19 symptoms. Should you catch the disease following your stay on the campsite, we would be grateful if you could inform us, so that we can carry out disinfection procedures.

# Swimming

## US

- We are applying strict water treatment standards in our pools, in order to inactivate any micro-organisms, including viruses. This means that the water in our pools is disinfected and also acts as a disinfecting agent. It fulfils all the standards of the Public Health Code.  
**Our facilities are fitted with automatic analysers that are constantly checking this data.** They are also manually controlled several times a day.
- The beaches and all communal facilities that you may come into contact with are disinfected regularly. This includes toilets, handrails, door handles, gates and barriers.
- We have modified our number of deck chairs so as to respect the social distancing requirements stipulated by the government.
- The lifeguard is responsible for ensuring that social distancing is being adhered to, so that you can relax and enjoy your holiday.



## YOU

- **The wearing of a swimsuit or trunks is compulsory** (knee-length shorts with pockets or worn with underwear are strictly prohibited).
- **Wearing a mask is mandatory on the beaches of the indoor swimming pool (not in the water)**
- Hand sanitiser gel is available at the entrances to every area.
- Soap is available so that you can take a shower before bathing.
- We would ask you to respect the social distancing rules when you are in your deck chair, or when you go into the sea, as well as any lifeguard instructions.



The “La Baïne” pool area: with river, indoor pools and slides  
Zen swimming pool reserved for adults +18 years olds



- **All pools are open (La Baïne from 10:00 to 8:00 and Zen from 9:00 to 8:00 as usual)**
- The deckchairs are installed in order to respect distances
- When on the slides, safety distances must be adhered to (as usual), as well as when in the queue.
- For your safety, access is limited to the number of deck chairs. Please do not worry, there are plenty of them! They are laid out across an area of more than 1000m<sup>2</sup> in La Baïne and 800m<sup>2</sup> in the Zen pool.

## The Cocoon Spa

- **Our Cocoon Spa is open**, Sylvia and Floriane, our Spa practitioners are there to take care of you. Our treatment menu is available on the Yelloh mobile app. You must make an appointment for your treatments and access to the Spa. Reservations can only be made by telephone on **+33 6.31.30.94.52** or by e-mail: [cocoon@lesgrandspins.com](mailto:cocoon@lesgrandspins.com). The Hammam will remain closed for some time, pending new government directives. Wearing a mask is mandatory in the spa and for manicures and depilations.

## The ocean beach

- The beach is open with no restrictions. You can swim, walk, sunbathe **and lie down for as long as you wish**.
- If you're after somewhere a bit quieter, then opt for the right hand side, where it's much wider and far less busy!
- Swimming supervised by lifeguards at the "Plage Nord" lifeguard station is on the left.

## Shops

### Hand sanitiser dispensers can be found at shop entrances and in the village square.

We always pay great attention to hygiene and cleanliness in our shops and businesses. This year, we have adapted our cleaning procedures in order to comply with the new preventative measures. The maximum number of people allowed inside each shop is displayed at the entrance. Please respect this. We would ask you to use contactless payment in all shops.

### **Franquette and Giuletta restaurants**

- This year, we are introducing two new restaurant concepts for dining. They will mainly use our large terraces where social distancing rules are easy to apply.
- In our indoor dining room, you must wear a mask when moving around.

### **Village square shops and businesses**

*Deli, pizza booth, fries stand, Snack Green (made to order), ice cream stand, crepe stand, Surfers' bar*

- The village square is large and social distancing rules are easy to adhere to outside.
- Tables and chairs are laid out in such a way that social distancing can be adhered to. Please do not move them.

### **Vival supermarket**

- **Wearing a mask is mandatory in the the supermarket.**

## Communal toilet and wash blocks

### **US**

- We have introduced a traffic flow direction at the entrance and exit of the building.
- **We have increased our cleaning frequency by adapting cleaning and disinfection procedures**

### **YOU**

- Do not wait in the corridors of the wash block or toilets: if need be, please wait outside and respect the 1m social distancing rule. **In the corridors, it is mandatory to wear a mask.**
- When you enter the toilets and wash block, please wash your hands using soap or disinfect them with hand sanitiser gel, for the protection of others.
- If you wish, you yourself can disinfect any elements that you come into contact with (such as door handles, taps, shower heads, toilet seats, etc.) using the disinfectant and paper cloths available.
- If you use disinfectant wipes, please dispose of these in the bins instead of flushing them down the toilet, as they are not biodegradable and will seriously damage our waste systems.

## Laundry

The laundry is open, basins and soap have been disposed at the entrance, you have to wash your hands before using the washing machines. Wearing a mask is mandatory inside the laundry.

## Your accommodation

### US

- Although we already take great care with the hygiene and cleaning of our rentals, this year we have modified our cleaning procedures to make them even more rigorous. We have trained our teams in the new, more stringent protocols so as to ensure that your accommodation is properly cleaned and disinfected.
- After each tenant, we carry out a full clean using a 120° steam cleaner on surfaces and contact points, fabrics and curtains. As the steam is pressurised, it acts as a disinfectant and natural degreaser.
- Additional disinfection will be carried out on all contact points such as switches, door and window handles, worktops and outdoor furniture.
- We also use disposable protective covers on mattresses, pillowcases and duvets.
- Bed linen and towels (provided in certain rentals) are cleaned by the Élis company.
- This company adheres rigorously to government directives relating to the health crisis: washing at 60° with detergents (bactericides, fungicides and virucides), and drying at 180°C.
- We carry out full quality control of all bed linen and towels, all of which is packaged in plastic wrap before being placed in your accommodation.
- After cleaning with the windows open, we leave the windows ajar on the first notch for maximum ventilation.

### YOU, on arrival

- In order to leave a minimum of 6 hours between each tenant, you will only be able to access your rental from 5pm. We can check you in even if you wish to arrive later. In this case, please use the Yelloh! app to notify us of your arrival time.
- Don't forget to download the Yelloh! app. It's an easy way of informing us of any technical issues or missing items.
- If you use disinfectant wipes, please dispose of these in the bins instead of flushing them down the toilet, as they are not biodegradable and will seriously damage our waste systems

### YOU, when leaving

- In order to leave as much time as possible between each tenant, please vacate **your accommodation no later than 10am**.
- We also ask you to open all the windows before leaving to allow for better air circulation and to remember to lock the front door.
- Don't forget to wash up and empty the bins (this is not included in the cleaning fee and may incur a charge that is invoiced afterwards).
- If you have used the bedlinen provided (in certain rentals), please place it all in the ELIS bag supplied (also use the bag that will be issued when bedlinen is changed).

## Events and activities

### CHILDREN

- **The kids' club for children over 5 and up to the age of 12** is held 5 days a week, as usual. Registration for the kids' club is accessible via a Google form (QR code or URL link available on the Yelloh! mobile app and on the various noticeboards around the campsite).
- Barring exceptions, parents will not be allowed onto the kids' club premises or in the activity areas.
- **We will be focusing on outdoor activities.** Children will be welcomed collectively and then divided into groups of 10 for the activities. The capacity is not reduced.
- **In application of the sanitary protocol for schools:**  
For children up to 12 years old, physical distances do not apply in outdoor spaces between children of the same group, including for sports activities.  
Animators wear the mask.  
Animators are careful to ensure that children wash their hands regularly.  
Access to games, benches and collective outdoor spaces is allowed, daily cleaning is provided. The provision of objects shared within the children's club (balls, toys, books, games, pencils, etc.) is permitted, daily disinfection is provided.

**The Teens club is open from the 1st of July** according to the rules for secondary schools (barrier gestures, physical distance ...).

Outdoor play areas, the indoor Kids' Park and the inflatable castle are open.  
Playrooms are open and the mask is mandatory inside.

### SPORTS ENTHUSIASTS

- **Fitness and yoga session (NEW)**... will be held outdoors and limited to 10 participants or several groups, of each 10 people can attend the same animation They will take place on the village square or on the fitness terrace.
- These activities will not take place in the event of rain.
- For all activities requiring an exercise mat supplied by the campsite, you will need to bring your towel. Every exercise mat used will be disinfected at the end of each session. You can also bring your own mat. A safe distance between participants will be adhered to.
- However, sports facilities (tennis courts, beach volleyball, multisport pitches, boules courts, etc.) will be available, along with table tennis tables. Please remember to bring your own tennis rackets, tennis balls and footballs.
- **The Bo&Co surfing school is open.** Lesson timetables will be staggered to allow all families to kit themselves out properly in quiet conditions, complying fully with social distancing rules.

### EVENINGS

- **We will be holding concerts, shows and other events on stage.** As the Village square is large, we are able to arrange the tables, chairs and benches in such a way as to comply with social distancing requirements. Signage is placed on the ground for the dance floor and the mini disco.
- **If the 1m minimum social distancing cannot be respected, you have to wear a mask**  
Our dear Yellito is cleaned after each visit to the steam cleaner (cleaning of the outer fur at 120 °), children can interact with him, we recommend that you always wash your children's hands before and after his visit.