

# BACK OFF COVID19

by Chasteuil Provence

Charter for  
holidays  
respecting the  
preventive  
measures against  
Covid19



Chasteuil *Domaine* Provence  
Camping  Caravaning  
★★★



We owe  
you much  
more than  
cleanliness

Let's rediscover the simple pleasures of life: enjoy a moment with our loved ones, in *total immersion with this beautiful and surprising nature!*

Our job does not stop at « giving the keys and welcoming just like another client » as some platforms think. Our *know-how of 3 generations allows* us to offer you the unique experience where you will find what you have come to look for in the Verdon.

We have to modify our welcome conditions because of « you know what ». Faithful to *our values of authenticity*, to welcome you, we worked with the whole team on an « other » experience of stay, combining health protection and change of scenery. Without falling into an « ultra hygienist » discourse, we owe you more than cleanliness.

So, for the safety of everyone, customers and staff, here are the measures that we have been implementing for several weeks now. So that you can enjoy your stay with a light mind, we have *synthesized several national health protocols*: that of the National Federation of Outdoor Hotels, Atout France and Camping Care.

In order to be always at the forefront of information relating to everyone's safety, these measures are set to evolve in the coming days and weeks. This is why this document will be *updated regularly*. It can be viewed on the page dedicated to « you know what » on our website.

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# 1 Together we really go further!

- **Do we wash our hands very regularly** with soap or, we also use a hydroalcoholic solution. We have equipped all our common areas (reception area, store, sanitary facilities, washing machine room, Pichoun's hut) with the necessary for cleaning competition hands. You will even find on each place, an educational infographic set up by Lou, nurse and our referent « Oust Covid » within the team.
- **Cough or sneeze into our elbow or into a disposable handkerchief then throw it in a trash bag** before placing it in the containers at the entrance of the campsite, on both sides of the road.
- **Let us greet each other without shaking hands and avoid hugs.** A smile (even through a mask!) Is worth more than 1000 words and we all know how to do it!
- **Respect a distance of one meter between each family.** In Chasteuil Provence, we have 7 hectares of land. Each of our camping pitches measures at least 100 m<sup>2</sup> and our rentals are individual accommodation with parking and an independent entrance.
- **When we enter an enclosed space (reception, store, sanitary, etc.), we wear a mask.** If you use washable masks, more respectful for the environment, know that we have washing machines and the famous Provence sun to dry (the burning sun from here and its heat is the final blow to « you Know what » !). To avoid overconsumption and not pass on an increase in our prices, we do not have masks available. Please bring your own personal protective equipment. Wearing gloves is not recommended (and we are happy about that !).



# 2 Our teams are informed and trained



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- **Lou, a State Registered Nurse**, has been on the entertainment team for more than 7 seasons. Through her training and her profession outside the season, she knows and applies health protection measures on a daily basis. This is why we have **appointed her as the referent for « you know what »** prevention measures within our establishment.



Préparez vos équipes à l'accueil des clients dès votre reprise d'activité

Un partenariat



Dans le cadre du FNE Formation renforcé et avec le soutien de l'AFDAS

- Because 10 pairs of eyes are better than one and that « it is better to prevent than to cure », **each member of the team follows and validates an official training** entitled « rethinking the welcome and safety of customers », offered by certified organizations (Tourism Academy, the National Federation of Outdoor Hotels and with the support of Afdas). Having a solid base of common knowledge allows us to take a different look and to multiply the checks for your safety.
- We are all in the same boat and **our team is committed to applying barrier gestures and physical distance**. Each member from our team of happy canaries wears their personal protective equipment when he or she is not protected by collective protective equipment (wall, arrangement of workstations)

# 3 A different but authentic welcome experience

- When you arrive at the campsite, we will ask each family to designate a **representative** who will have the happy task of completing the formalities on arrival. Now you are taking care of part of the road...
- At the reception, the number **of people at the same time will be limited** and the **formalities will be reduced**, we will ask you before your arrival to anticipate your requests. Those who come from afar, will no doubt be seduced by this news! Finally « you-know-what » accelerates the steps that we had already started in this direction!



- The reception areas have been adapted: we have set up a **traffic direction** and we have equipped our **welcome offices with collective protective equipment**. Chasteuil touch, they were made by a craftsman from the neighboring village, whose job is basically the manufacture of unusual accommodation ... This is our way of **favoring the short circuit in all circumstances**.

Because we are convinced that the preparation of the stay is already part of the change of scenery, we will **send you a maximum of information upstream about the campsite**, the infrastructures, the schedules, the activities to do in the surroundings... We have started to put online our digital welcome booklet, a specific tool for hosts that allows us to communicate our campers prior to their stay. This is the most comprehensive welcome booklet we have ever had!



- Because **nothing will replace human contact**, we are currently working on setting up a **reception outside the walls**, every evening, in order to help you as well as possible to benefit from our beautiful region and let you know some of our secret and unusual addresses...
- To access the campsite, we will give you **one badge per location**. This badge allows our campers to open the barrier. No more digicode that everyone knows!

# 4 An expert look at sanitary facilities



- Already engaged in a cleanliness approach that our customers have welcomed for several years (we have obtained the score of 7.9 / 10 on the Camping2be platform, **we are increasing the frequency of disinfection of common areas and in particular sanitary facilities.** By team of 2, Marie - Ange, Elise, Tom and Guillaume clean the toilets 4 times a day at suitable times so as not to disturb your use while ensuring a maximum level of cleanliness.
- The buildings are disinfected with **products in accordance with standard EN 14476** and particular attention is paid to the most sensitive elements: door handles, soap dispensers, surfaces, switches, sinks and tubs...
- **To encourage drafts,** we broke down a couple of walls. This allowed us to set up a **direction of circulation,** to regulate the flows and definitively eliminates the possibilities of doubling incognito the campers who wait in good humor.
- **Washbasins with soap dispensers** have been installed at the entrance and exit of the shower and bathroom areas.
- Because we know you like advice from friends, we will let you know the hours of sanitary cleaning and **off-peak hours** during which you **will likely have sanitary facilities just for you!**
- Because it is more convenient than searching for the button in the dark, the light works with a presence detector.

# 5 Even more pampered rental

## accommodation

- We postpone **the rental reception hours to 4:00 pm** to allow Marie-Ange and Joy to review every detail of your rental. We are happy to count again this year on our super cleaning ladies, who have already proven themselves in our establishment and who know the place. Their experience and thoroughness have been praised in numerous customer reviews in previous years.
- **When the draft is our friend:** take advantage of the fresh air of the valley to ventilate your accommodation as much as possible. It is an effective remedy to prevent the spread of « you know what ». The day of your departure, no headache: leave everything open!
- Before each new arrival, our rental accommodation are **disinfected and then cleaned with virucidal products in accordance with standard EN 14476**. We have invested in professional sprayers to cover all surfaces.



### Bed and bathroom linen



- For those who have the possibility, we recommend bringing your household linen (blanket, pillow, cushions, towels). One week before the start of your stay, we will send you a checklist of everything you should not forget.
- If you can't bring it all back, we have invested in disposable set of bed linen. Although the best waste is that which does not exist, part of this linen will be used in winter to cover our plantations and the other part will be brought into a specialized recycling channel.

## 6 A healthy and redesigned store

- The store is also equipped with collective protective equipment in order to keep this possibility of shopping on site and avoid supermarkets. We have already renewed our partnerships with local producers to offer you quality products, with a minimum of intermediaries and therefore the best price.
- To manage flows and ensure physical distance, we have set up a direction of circulation and marked it on the ground.
- Breakfast (bread and croissant) must be ordered the day before at the store and taken to your location or to your accommodation.

## 7 The restaurant

- The restaurant is managed independently of the campsite and will set up its own sanitary charter, in accordance with government regulations.

## 8 Adapted and secure leisure activities

- We do our utmost to preserve the quality of the lived experience and remain attentive to the new standards of each « sector of activity ».
- Good news ! A priori, the swimming pool could be opened because the chlorine kills « you know what ». To limit the contact areas, we have chosen to limit the number of people on the pool terrace and to remove the deckchairs. The advantage: fewer people in the pool for a relaxing swimming time.
- Activities for children will be adapted to the context. We will only practice outdoor activities. At the mini club, we will welcome a maximum of 10 children and we will rotate so that everyone can enjoy of the creativity and dynamism of Lou, our animator.
- Our playground is mainly made of wooden games. Wood being the healthiest material compared to the lifespan of « you know what »

# 9 And outside the campsite?

- Outdoor activities (hikes, visits, etc.) take place while respecting physical distance measures. Our privileged relationships with the Verdon Natural Regional Park and the Des Sources Aux Gorges du Verdon tourist office allow us to have the latest information concerning the practice of your favorite activities. To make your vacation dedicated to doing whatever you want, we will make it a point of honor to relay it to you.
- In common vehicles, in particular the Gorges du Verdon shuttle bus, wearing a mask is compulsory.



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NEED YOU.  
TOGETHER LET'S  
TAKE ACTIONS  
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The team omaine  
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