

Dear Customer

We properly understand and share your questions in view of the health crisis that we are going through in the last months.

We are glad to welcome you since the 12th of June. Of course, a protocol bringing certain restrictions has been put in place in order to guarantee the safety and well-being of all. Here are the different points :

- When you arrive at the **reception**, only one person per family can come to check-in. Inside, wearing a mask is compulsory. A fast check-in system has been put in place for clients whose files are complete. We therefore strongly encourage you to provide us the details of all participants, the license plate of your vehicle and to finalize the payment of the remaining amounts due (by bank transfer or on the site Yelleh Village : [https://yellohvillage.fr/footer/service\\_client/regler\\_le\\_solde\\_de\\_mon\\_sejour](https://yellohvillage.fr/footer/service_client/regler_le_solde_de_mon_sejour)). For your departure, we invite you to take an appointment for the inventory at least 2 days before you go at the reception : +334 94 55 90 90 and prepare your cottage on the following way :

-Put the sheets and towels in the blue bag ;

-Throw away the dishes in the containers at the entrance of the campsite (one single point for collection) ;

-Let the windows of the cottage open ;

-Wait outside the cottage the agent for the control (he will enter alone) ;

-When you go, please, let the keys in the grey box letter outside the reception.

- Regarding the **swimming pool**, it will be accessible to all within the limits of social distancing. The aquatic complex being relatively large, everyone will be free to move around while respecting its neighbors. Sunbeds will be available but limited to keep the 1m distance between each one. For hygienic reasons, there will be no loan of material. The slides and the children's play area will be operational. The pool is closed between 1 p.m. and 2 p.m. everyday so that the beaches can be disinfected during the day (there is also a cleaning in the morning and in the evening).

The question of a quota of people was raised. However, no decisions have been made yet, as the first few weeks of opening will determine what to do next.

- Daytime and evening **entertainment** are indeed maintained, but will be now available through registration at the information point. There will be no baby club (-3 years old).

- For campers, all of the **sanitaries** will be open and operational. However, each person will have to wait their turn to enter in the showers, the corridor being relatively narrow. Disinfectant gel will be available and our cleaning teams will intervene several times a day.

- The **Balneo** will be operational regarding the indoor swimming pool, the hammam, the sauna and the Jacuzzi (Still with limits of social distancing), so we recommend you to book before going. The gym will not be accessible. Treatments and massages are maintained under registration.

- There will be no internal shuttle this year. The one for the beach is however maintained, it will be a small train and not a bus.

- The **restaurant**, the sweet / savory huts, the bar are open and without any particular restriction, except the space between the tables. Booking are strongly advised.

All these measures are based on the current health context and are likely to change according to its evolution. They are there to allow you to enjoy your stay while ensuring your safety and that of our other customers.

Finally, wearing a mask is not compulsory within the campsite itself, because a good breath of air is still much more pleasant!

Finally, from the press release of the 12th of June 2020, the French government declared that from the 15th of June, all people from Europe will be able to come in France without restrictions (except for Spain till the 21st of June and Great Britain until further notice).

We remain obviously at your disposal for any further information.

See you soon. All the Yelloh Village Les Tournels team.