



# COVID-19 Contingency Plan

## Clean & Safe Seal 2021



### Article 1 Objective

The present COVID-19 Contingency Plan aims to ensure the necessary procedures for the prevention of this disease at the premises of Motorhome Ecopark, seeking to contribute towards safeguarding the health of its clients, the management and the community in which it is located. It is based on the Support Guide for the implementation of the Clean & Safe 2021 Seal for tourist accommodation, with the necessary adaptations.

### Article 2 Responsible

The general coordination of the Plan is ensured by the manager Norberto Nascimento, who is responsible for defining and monitoring its execution and communication.

### Article 3 Training

The management possesses the "Clean & Safe 2021" Training and constitutes a public health agent.

### Article 4 Communication

This Plan is available at the reception and on the website of the Ecopark.

### Article 5 General procedures

- Hand hygiene: Wash hands frequently with soap and water, for at least 20 seconds, covering all surfaces of the hands and rubbing them until they are dry;
- Breathing etiquette: cough or sneeze into a bent forearm or use a tissue, which should then be immediately thrown away; always wash your hands after coughing or sneezing and after blowing your nose and mouth; avoid touching your eyes, nose and mouth with your hands;
- Social conduct: change the frequency and form of contact between management and clients, avoiding close contact;
- The depth and frequency of cleaning and hygiene are carried out according to the level of use of the spaces, in accordance with the hygiene protocol and the legislation and guidelines made available by the DGS.

### Article 6 Reception

- All admission and overnight stay rules, as well as the essential contacts, are posted in the reception window;
- Entrance into the Motorhome Ecopark should preferably be preceded by an online reservation, to the following e-mail address: [info@motorhomeecopark.com](mailto:info@motorhomeecopark.com), indicating the estimated time of arrival;
- To make an online reservation, clients must provide the following information
  - First and last name;
  - Nationality;
  - Citizen Card number/passport;
  - Registration number;
  - No. of passengers;
  - Period and type of stay;

- E-mail address.

- The payment for an overnight stay of three or more days must be made on the check-in day and by bank transfer;
- Additional guidance regarding check-in, check-out and overnight stay will be given in person by the management;
- In social interactions between the management and clients, telephone and e-mail contact will be privileged;
- A hand sanitizer is available at the reception.

### Article 7 Shower block

- The personal hygiene of motorhomers must be done preferentially in their own motorhome;
- Having in mind the previous paragraph, the hands must be washed with running water and liquid soap. The drying must be guaranteed by the use of individual towels from the clients.

### Article 8 Laundry

- Laundry services must be pre-booked, preferably by e-mail, ensuring that only one client uses this space at a time;
- For drying clothes, the use of appropriate clotheslines is recommended;
- A hand sanitizer is available in the laundry room.

### Article 9 Service Station

- The Service Station may be used for emptying the grey water, up to a maximum of two clients simultaneously, and the use of masks and gloves are compulsory;
- For filling in the drinking water tank, it is recommended to use the existing water points in every pitch, exclusively for overnight stays.

### Article 10 Management of waste

The selective disposal of waste is carried out by each customer, in recycling bins available near the entrance and the use of gloves is compulsory.

### Article 11 Hookups

- The connection of motorhomes to electricity will be carried out exclusively by the management;
- Customers must refill the drinking water tanks of their motorhomes in an alternating way in the water points available in the nearest pitch.

### Article 12 Support to clients

- All customers will be provided with updated health safety information made available by the DGS, preferably via e-mail;
- Whenever necessary, the temperature of each client will be controlled in accordance with the legislation at the time;
- All customers who have symptoms such as dry cough, difficulty breathing, headache or chest pains must immediately inform the management, remain confined inside their motorhome and contact the health authorities through the telephone line: 808 24 24 24;
- During the period of the State of Emergency or Calamity, no visits to clients are allowed;



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e) The entire park is available for its customers to walk (namely with their pets) and develop outdoor sports activities, in accordance with the legislation in force at the time.

### **Article 13**

#### **Parking rules**

- a) The maximum capacity of the park is limited to 57 parking spaces, which represents a reduction of 33% of its capacity, as foreseen by law;
- b) The minimum distance between motorhomes cannot be less than 3 meters, as foreseen by law;
- c) As an additional reinforcement measure, clients will be recommended to leave an empty space between motorhomes when they park their vehicles.

### **Article 14**

#### **Hygiene protocol**

- a) Surfaces are first cleaned with water and detergent to remove dirt, followed by disinfection;
- b) Cleaning begins from the least dirty (cleanest) area to the dirtiest area, to prevent the dirt from spreading;
- c) Inside the buildings, disinfectants are applied with a cloth or wipe, since spraying these products is not recommended;
- d) All sanitizing procedures are in accordance with the plan established by the chemical product supplier;
- e) The sanitization of surfaces and equipment of frequent touch is reinforced several times a day with adequate materials;
- f) The ventilation of the spaces is assured before occupation by the users.

### **Article 15**

#### **Materials**

To implement this Plan the following materials, products and equipment are made available:

- Alcohol-based hand wipes (at least with 70% ethanol);
- Alcohol-based hand sanitizer (at least with 70% ethanol);
- Suitable masks;
- Resistant disposable gloves (nitrile);
- Touchless infrared thermometer;
- Cleaning and disinfection products;
- Waste bags.

### **Article 16**

#### **Articulation**

Ecopark favors interaction with partners and suppliers who adhere to the "Clean & Safe 2021" seal or who have adopted measures that contribute to the control and mitigation of COVID-19.

### **Article 17**

#### **Update**

This Plan will be updated according to the guidelines of the General Direction of Health (DGS) and the determined risk profile.

São Brás de Alportel, May 01, 2021

The Management,