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Raiffeisen Bank ZRt.
HUF számlaszám
HU41 12001008-01484154-00100008
EUR számlaszám
HU20 12001008-01484154-00200005

ACTION PLAN **to reduce the medical risks of COVID-19 pandemic**

Pelso Camping Korlátolt Felelősségű Társaság
Pelso Camping
Alsóörs

Alsóörs, 1 June 2020.

Dear Guests!

On behalf of Pelso Camping Ltd (situated: 1061 Budapest, Liszt Ferenc tér 5. 3. emelet 2.; henceforward Company), operating Pelso Camping is providing you the following information.

It is a regrettable fact that coronavirus epidemic has shown up in Hungary with its all unfavourable impacts influencing our daily style of life furthermore relaxation and recreation activities remarkably.

Despite of the epidemic the Company makes all possible efforts to guarantee a safe holiday to our Guests in good health.

The Company is keeping track of the current guidelines and directives of The Hungarian government and authorities . Based on these an Action Plan has been compiled aimed to preserve the well –being of our Guests.

Taking into consideration that in 2020 coronavirus is constantly present in our environment obeying all regulations and rules is an indispensable issue for all of us to full extent.

In order to reduce risks of disinfection we request our Guests to keep all the regulations written in this Action Plan furthermore on the information boards placed in the area of the camping site during their stay.

The Company do its best to ensure a safe holiday to our Guests with the help of our knowledge, experiences human and technical resources.

We wish You a good health and an excellent holiday !

Alsóörs, 1 June 2020.

Takács Péter
managing director
Pelso Camping Kft.

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1. General rules of attitude

- 1.1. Our company makes special efforts to keep the camping site clean, offers antiviral disinfectant hand wash lotion and cleaning supplies in sufficient quantity continually during the operation period.
- 1.2. Work stations of Pelso Camping staff are placed at least 1.5 meters distance from each other.
- 1.3. Guests standing in a queue should keep 1,5 meters distance from each other, the proper position is marked clearly to orient them.
- 1.4. Public places attended and objects touched by our Guests and staff should be antivirally disinfected at least 3 times a day by the Company.
- 1.5. The Company employs efficient one –phase antiviral cleaning stuff. Special efforts are taken to keep all the instructions of the producer relating to concentration, impacting period and the safety regulations relating to surfaces to be cleaned and human health.
- 1.6. Antiviral hand wash lotion is supplied to our Guests and staff by placing them at frequently attended places like entrance, toilets and tables of the catering units.
- 1.7. Masks and gloves are always available for the employees getting into close contact with the Guests.
- 1.8. Up to date information is always available for our Guests relating to the action plan and all safety regulations and restrictions connecting to COVID 19 pandemic, furthermore the special measures required to operate the camping site.
- 1.9. Refill of the cleaning and disinfectant holders are provided all the time during the operation period.
- 1.10. In case of any sign of an infection or a disease is detected the local medical institution should be consulted, in serious cases National Public Health Centre (NKK) should be informed with no delay and the ordered protocol is to be followed.
- 1.11. The Company seeks after taking all the necessary measures with the slightest possible disturbing impact on the relaxation of our Guests.

2. General rules for the employees of the Company

- 2.1. To avoid infection all employees are obliged to keep the safety regulations under:
 - regularly wash their hands,
 - use of paper tissues when coughing or sneezing,
 - avoid shaking hands and other physical contacts,
 - avoid touching their faces especially around the eyes and mouth,

- wear masks and gloves,
- regular and effective use of antiviral cleaning staff,
- in case of noticing any symptom all employees should stay at home, immediately inform Pelso Camping and consult their doctor.

3. Directives relating to Front Office

- 3.1. Regarding that Front Office staff is constantly communicating with our Guest the Company makes special efforts to keep all employees and Guests well informed about the current measures taken to avoid corona virus epidemic. Members of the staff are responsible to provide information relating to the Action Plan of the Company , medical services , pharmacies available near to Pelso Camping.
- 3.2. Furniture of the reception should be antivirally cleaned 3 times a day .
- 3.3. Disinfectant hand wash lotion is supplied to our Guests at the reception and other public places.
- 3.4. Plastic wall is installed at the reception to avoid infection.
- 3.5. The Company offers possibility to check in contactless upon request of our Guests.
- 3.6. All pens in the Front Office should be disinfected after use.
- 3.7. Cleaning supplies are available at the reception during the operation period : antiviral wipes, sprays, masks, plastic gloves and bin liners.

4. Catering units, restaurants

- 4.1. Pelso Camping takes special care for the personal hygiene of the staff in catering units. All persons should wash hands regularly and use the antiviral hand wash lotion when entering into the catering units especially in dining periods. The same directives apply to members of Pelso Camping staff. The necessary cleaning stuff is placed by the entrance.
- 4.2. Catering units situated in Pelso Camping are disinfected at least twice a day.
- 4.3. Servers contacting the Guests in the catering units are obliged to wear masks and gloves.
- 4.4. Serving staff should minimise the contact with the Guests and wash their hands at least in every second hour.
- 4.5. Antiviral hand wash lotion is available in all public areas.
- 4.6. Guests are requested to use contactless payment methods if possible. Members of the staff involved in payment procedures are obliged to take special care to disinfection regularly.

- 4.7. To avoid large crowd in busy hours is considered a basic issue by the Company. Each dining table should be situated at least 1,5 meters away from the other one.
- 4.8. At most 4 adults with their children are allowed to sit at one table at the same time.
- 4.9. Guests queueing up at the entrance should keep at least 1,5 meters distance from each other.
- 4.10. Equipment in the public areas (door handles, handrails, electric switches) frequently touched by our Guests should be disinfected by alcohol based antiviral wipes several times a day.
- 4.11. Serving staff should clean the furniture , tables and chairs antivirally and change the table cloth after the guests have left.
- 4.12. Table clothes should be washed and disinfected exclusively in washing machines.
- 4.13. Closed rooms should be aired thoroughly at least 3 times a day.

5. Operational areas

- 5.1. Special efforts are taken to preserve the surfaces situated in the operational areas virus free by separating the different procedures and the application of antiviral disinfectants.
- 5.2. Antiviral hand wash lotion should be provided in all hand wash units of the operational area.
- 5.3. According to the latest available information coronavirus is not able to survive over +60°C, therefore dishes brought under safety heating (lasting at least 2 minutes at 72°C temperature) are mainly recommended. Washing fruits and vegetables thoroughly in running water is of high importance. Dishes containing raw components are not advised to serve.
- 5.4. Raw materials at arrival and ready dishes should not be stored together.
- 5.5. Food and dishes should be handled exclusively by persons in immaculate state of health. Servers employed in food delivery should maintain a high level personal hygiene, wear proper tidy clothes and use antiviral, alcoholic disinfectant.
- 5.6. All members of the staff handling food and dishes should maintain a high level personal hygiene, wear proper tidy clothes.
- 5.7. Servers of dishes portioned by hand (ice cream, cakes) should make special efforts to maintain the proper hygiene.
- 5.8. In the delivery process using gloves is compulsory, washing and disinfecting hands is indispensable.

- 5.9. Culinary staff is not allowed to contact Guests without mask and gloves.
- 5.10. The use of dish washer is compulsory in all possible cases.
- 5.11. In case of manual dish washing the following phases should be employed : washing, disinfecting, drying . Instead of dish clothes paper wipes once to be used is compulsory.

6. Technical units and Maintenance

- 6.1. The Company takes special care of the maintenance and cleaning of the mechanical equipment, especially air conditioning systems.
- 6.2. Soap dispensers , hand dryers, and other detergent suppliers are constantly under control, they are refilled and changed regularly.

7. Cleaning ,housekeeping

- 7.1. Equipment in the public areas (door handles, handrails, electric switches, remote controllers, telephones) frequently touched by our Guests should be disinfected by alcohol based antiviral wipes several times a day. The Company employs efficient one –phase antiviral cleaning stuff. Special efforts are taken to keep all the instructions of the producer relating to concentration, impacting period and the safety regulations relating to surfaces to be cleaned and human health.
- 7.2. Public areas are properly cleaned at least once a day.
- 7.3. Cleaning staff is obliged to wear masks, gloves and closed shoes.
- 7.4. Equipment in the mobile homes (door handles, handrails, electric switches, bathroom and kitchen objects) frequently touched by our Guests should be disinfected.
- 7.5. Washing of all textiles should be executed by heating them in laundries in order to proper disinfection.

8. Beach and spa

- 8.1. Operating and maintenance of the beach is treated as a highly important issue by the Company. Our Guests are warned to keep a proper, at least 1,5 meters distance from each other on the beach and in the water as well.
- 8.2. Disinfection of public areas, dressing rooms , showers, pools and other equipment is fully executed according to the current cleaning regulations considering the proper implementation of the detergents. Doors of the dressing rooms, their inner surfaces, handrails, and pool fences should be disinfected in every second hour.

- 8.3. Our Guests are warned to wear slippers all over the beach area and in the rooms of the toilet and shower units.
- 8.4. The Company reduces the quantity of deck chairs and other relaxing furniture to avoid crowding. Deck chairs are placed in groups of two 1,5 meters distance from each other. On basis of the National Public Health Centre guidelines 20 m² open air area should be calculated for one person staying on the beach.
- 8.5. National Public Health Centre guidelines are considered compulsory relating to the number of the Guests using the beach and spa.
- 8.6. Pool supervisors are responsible to keep the 1,5 meters distance among the Guests in the open air pools.
- 8.7. National Public Health Centre guidelines are employed to dosage chlorine into the water of the pools.
- 8.8. Taking a shower is compulsory when entering and leaving the pool.
- 8.9. Swimming pool equipment should be controlled and maintained every day.
- 8.10. The Company fully obeys the regulations relating to public areas ,dressing rooms, showers . Special efforts are taken to keep all the instructions of the producer relating to concentration and impacting period.
- 8.11. The Campsite reserves the right to suspend services for an indefinite period (such as children's animation, children's club, family days, etc.) that do not provide adequate prevention.

9. Recommendations for our Guests

- 9.1. We request our Guests to pick up all the necessary information about the regulations of the authorities in their destination before the journey and make a reservation if possible.
- 9.2. We request our Guests to proceed online reservation and online or contactless payments.
- 9.3. We request our Guests to consider and obey the relating directives during their stay.
- 9.4. We request our Guests to keep the social safety distance of 1,5 meters all the time.
- 9.5. One member of a family or a company is requested to represent the others when queuing up at the reception if possible.

- 9.6. We request our Guests to wear masks and gloves in closed areas.
- 9.7. We request our Guests to use the hand disinfecting supplies regularly.

10. Source book

- BC Ministry Of Health: COVID-19 Guidance for Hotel Sector (2020.04.08.)
- Centre for Health Protection: Health advice on prevention of Coronavirus disease (COVID-19) for Hotel Industry (2020.03.19)
- EgészségKalauz, www.egeszsegkalauz.hu (2020.04.16)
- Koronavírus hivatalos oldala, www.koronavirus.gov.hu (2020.04.15)
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- Nemzeti Népegészségügyi Központ www.nnk.gov.hu (2020.04.20.)
- Veszprém Megyei Kereskedelmi és Iparkamara www.veszpremikamara.hu (2020. 04.10.)
- World Health Organisation: Operational considerations for COVID-19 management in the accommodation sector (2020. 03.31)