



WATER WORLD

Lloret de Mar

PROTOCOL FOR ACTION AGAINST THE AFFECTIONS OF CORONAVIRUS SARS-CoV-2.

TO ENJOY THE VISIT TO THE WATER PARK, FOLLOW THESE TIPS.

STAY SAFE & ENJOY!

1. If before visiting us you show symptoms of the disease (more than 37.50° C fever, dry cough, fatigue, sore throat, headache ...), postpone your visit to Water World or Aquadiver
2. Respect at all the times the safety distance of 2 meters respect to other customers. Follow the signs with the indications of separation of 2 meters In the different accesses to the areas of purchase of tickets, lockers rental, to the aquatic attractions... etc as well as directions from park staff.
3. Purchase the ticket online. You can find the best deals in the ticket purchase section. Buying a ticket online is the cheapest, fastest and safest way to get to the park. With your ticket purchased online, go directly to the access turns to the site and enjoy the park. Once inside the park, use contactless payment systems (credit cards, smart phones...) whenever you can.
4. We recommend that you minimize the use of changing rooms and enter the park in a bathing suit.
5. Use the hydro alcoholic solution dispensers you will find in the park, and wash your hand often with soap and water in the toilets.
6. Respect at all times the maximum capacity of swimming pools, lakes, changing rooms, toilets and the park shop. You will find these maximum gauges marked in each of the zones.
7. Do not use loungers until park staff tells you they are disinfected and you can use them.
8. Follow these tips and enjoy the park safely. **Stay safe & enjoy!**

WATER WORLD. PROTOCOL FOR ACTION AGAINST THE AFFECTIONS OF CORONAVIRUS SARS-CoV-2.

For Water World, the health and safety of all its customers, employees and collaborators is the absolute priority. For this reason, we have developed this action protocol that aims to establish what measures must *ensure the health of customers, employees and collaborators during the period of opening to the public of the water park in the current situation caused by SARS-CoV- 2 coronavirus pandemic.*

The protocol will be adapted in a flexible and evolving way, permanently incorporating the improvements and updates that are detected. This protocol, as well as all its updates, can be consulted by everyone on the park's website.

The Water World water park in Lloret de Mar, an outdoor leisure park, has an area (usable area) of 140,000 m². The waters of its bathing areas (wave pools, lakes, children's areas, slides ... etc)

as well as the water circulating through all the attractions, it is treated with hydrochloric acid and sodium hypochlorite (the product specifications are attached), which are injected into the water by means of semi-automatic pumps in order to comply with the established sanitary parameters. to DECREE 95/2000, of 22 February, which establishes the health regulations applicable to swimming pools for public use. According to the World Health Organization (WHO), keeping chlorine levels free = = 0.5-1 mg / l, as well as proper pH regulation between 7.2 and 7.6, ensures effective disinfection of Water.

In the report on the transmission of SARS-CoV-2 IN BEACHES AND SWIMMING POOLS prepared by the Consejo Superior de Investigaciones Científicas (CSIC) on May 5, 2020, on page 13/17 of the same, it says: << The recommendations of the United States CDC (CDC, 2020b) for water park managers boils down to keeping pools clean and properly disinfected (1-10 ppm free chlorine or 3-8 ppm free bromine and a pH between 7.2 and 8). These pool operation, maintenance and disinfection operations (with chlorine or bromine) must be able to inactivate SARS CoV-2 based on currently available knowledge. >>

The capacity of the park, which is limited to 6,000 people each season, is reduced by 50% in the protocol, from 6,000 to 3,000 visitors. If the authorities, at the time of the reopening of the water park on May 24, 2021, decreed a greater reduction in capacity, the 50% reduction criterion would be modified in order to comply with the dictates of the authorities. This reduction in capacity, given the extension of the park, must ensure social distancing (safety distance between people), a main measure that together with others related to extreme hygiene and disinfection measures, must prevent the spread of SARS-CoV-2 coronavirus.

1. Measures of social distancing.

The first block of measures is aimed at maintaining the necessary social distance during the visit to the park, which guarantees the spread of the disease in a preventive way.

One of the goals of this protocol is to prevent congestion in an orderly manner. In addition to the significant reduction in the general capacity of the park and the swimming pools, lakes, changing rooms, toilets, terraces, shops ... etc. (maximum capacity and any other important information will be signaled at each point; visual and auditory signaling will be enabled with instructions and recommendations to customers, own staff and collaborators) and the advantage of its great extension. The other measures to be taken will be:

1.1. Access to the entrance area is, as mentioned, through mazes. Along the route, from the beginning of the labyrinth to the ticket sales area, the safety distances of 2 meters on the pavement will be marked, which customers must respect each other. Park staff will ensure that this safety distance is respected at all times.

The park will encourage in a very special way the sale of tickets online with direct access to the entrance tickets through a mobile terminal, without the need for any kind of contact with the park employees.

The use of electronic payment systems (credit cards or other contactless systems) will be encouraged throughout the room (not just ticket sales), asking customers to always avoid making cash payments.

1.2. Rental Lockers area.- Water World is also accessed through a maze, which allows you to mark and establish safety distances of 2 meters between customers. The park has two areas very far from each other with rental lockers for customers to store their belongings, with a total of 862 lockers, an amount that, even with the maximum usual occupations, is never insufficient to meet all the needs. requested. By reducing the capacity and renting the lockers in both areas, you can guarantee the social distancing in the use of lockers. Park staff will ensure that social distancing in the use of lockers is maintained at all times.

1.3. Souvenir shop.- Capacity will be limited and access to the souvenir shop will be controlled, always safeguarding the safety distances between customers.

1.4. Restoration areas.- Water World only has one restaurant in an enclosed space: the dining room of the Mykonos restaurant and fast food, which will be disabled, prohibiting access. The rest of the restaurant areas, all on terraces, in open spaces in the open air, will reduce by 50% the number of tables and chairs to ensure the social distance between customers, respecting at all times the minimum distance of 2 meters between each group of tables and chairs. The access distances to the order points will respect the security distances between customer and customer.

1.5. Sanitary blocks.- The access to all the sanitary blocks located in different points of the park will be made in such a way that the social distance is respected. The number of urine needed to ensure the distance between people at all times will be turned off. The park staff assures it. Maximum capacity will be limited.

1.6. Changing rooms.- It is recommended to minimize the use of changing rooms and enter the park in a swimsuit. Access to the changing rooms will be in a way that respects the social distance. Capacity will be limited. The park staff assures it.

1.7. Attractions.- The safety regulations for the use of water attractions already provide for the safety distance between one client and the next (to avoid collisions between them). What will be done is to mark the distance of 2 meters on the access pavement to the attractions. The fact that most of the attractions are accessed with a maze facilitates the establishment of distances in a way that respects social distancing. Park staff will ensure this. However, extreme vigilance will be taken so that no user begins to descend a slide until the immediately previous user has left the finish area, and in those attractions with multi lanes, only the lanes that allow the distance between users.

Water World has twenty-three water attractions, and six pools that, added to most of the park, allow guests to disperse to facilitate their social distancing.

1.8. Lakes and swimming pools.- The capacity of lakes and swimming pools will be limited according to their surface area, reducing the capacity by more than 50% with respect to what is established in Decree 165/2001, of 12 June, amending the Decree 95/2000, of 22 February, establishing the health regulations applicable to public swimming pools and Decree 95/2000, of 22 February, establishing the health regulations applicable to swimming pools of public use (DOGC no. 3092, of 6.3.2000), decrees that aim to guarantee that the conditions of the swimming pools of public use do not have a negative effect on the health and the well-being of the people users.

Thus, the current rule that "the number of bathers will be calculated at the rate of two for every five square meters of sheet of water," with this protocol will become a swimmer for every four square meters of sheet of water. Access to the park's lakes and pools to limit capacity will be monitored by park staff, as well as indicating maximum capacity in each case and in each pool in each case.

1.9. Sunbeds and solariums.- The sunbeds will be placed in such a way that they respect the minimum distance between them of 2 meters. Once used by a customer, they will be cleaned and disinfected before they can be occupied by someone else.

2. Cleaning and disinfection measures.

The second block is aimed at extreme cleaning and disinfection of the water park.

The general disinfection of the establishment will be carried out daily by personnel maintenance personnel, using the products recommended by the WHO: Sodium hypochlorite at 0.5% (equivalent to 5000 ppm) for surface disinfection.

In parallel with this daily work of general disinfection of surfaces, water park staff will carry out the continuous disinfection of critical spaces such as sanitary blocks, restoration areas (bars, counters, tables and chairs), and locker rooms mainly.

At all critical points such as the entrance to the park, the sanitary blocks, the restaurant areas as well as all the attractions, hand antiseptic disinfectant dispensers with approved products will be placed.

The control of the levels of chlorine and pH of the waters of the water park will be increased, happening of the two controls that were done habitually, to three daily controls, with the aim of maintaining in the maximum allowed levels the concentrations of chlorine of waters of the pools.

In addition to the staff specifically dedicated to cleaning and disinfection, all other water park staff will actively and constantly participate in the task of cleaning and disinfecting areas close to their workplaces, helping to achieve a safe environment. for customers and for themselves.

3. Water park staff protection measures: personal protective equipment

All water park staff will receive training as well as general as well as specific information on how to act to prevent contagion. Park staff will have personal protective equipment (PPE) aimed at preventing the spread of SARS-CoV-2 coronavirus. They will therefore be provided with protective masks and trained in how to use them.

The park staff will be take temperature daily before the start of the working day so that if they show symptoms of fever they will return home before starting their working day at the water park.

4. Other measures. Restoration points.

The offer of restoration of the park will be limited in order to guarantee the maximum security of the clients, The kitchens and the self-service restaurants will remain closed, and only will open those points with a basic offer that allows the fulfillment of the protocols of security with the highest standards. The limited restoration offer of the park, therefore, will ensure that the products sold are disinfected one by one before moving to the service areas. Specifically, the catering offer will consist of fast food menus (burgers and hot dogs), chips, drinks and ice cream. The full menu of catering products that the park will offer will be published on its website.

Annex 1. Capacities. The capacity reduction through the water park as well as different spaces, aims to facilitate the maintenance of social distance, more important to prevent the spread of SARS-CoV-2 coronavirus.

Capacity applicable to the water park. It is reduced by 50%. Going from 6,000 to 3,000 visitors.

Capacity of lakes and swimming pools:

Wave Pool: 329 people.

Relax Lake: 40 people.

Children's Lake: 60 people.

Kiddie Island: 55 people.

Family Lagoon: 45 people.

La Calma gran: 19 people.

La Calma petita: 6 people.

Capacity of sanitary blocks (WC):

Entrance area: 3 people women's block and 3 people men's block.

Santorini area: 1 person for women and 1 person for men.

Mykonos area: 3 people block women and 3 people block men.

Dressing room capacity:

Entrance area: 7 people block women and 7 people block men.

La Calma area: 3 people block women and 3 people block men.

Terrace capacity:

The Piazza: 32 people. (8 tables)

Beach Club: 36 people. (9 tables)

Captain Best Burgers: 96 people. (24 tables)

Santorini restaurant: 136 people. (34 tables)

Mykonos self-service & fast food: 192 people. (48 tables)

La Calma: 16 people. (4 tables)

Store capacity: 6 people.