

# LA SANTA DIVING LANZAROTE COVID-19 PROTOCOLES

DIVING WITH US



PREVENTION FOR ACTIVITIES  
WHAT HAVE WE DONE AT LA SANTA  
DIVING TO PREPARE FOR REOPENING?

1. We have deep-cleaned and disinfected the dive centre, using an approved product with both anti-bacterial and anti-viral properties, suitable for all surfaces.

2. This is the label of the product that we have used for this initial cleaning and that we will be using for the daily cleaning that we will be doing.

**OX-VIRIN®**  
PRESTO AL USO

MA / DESINFECCIÓN DE CONTACTO  
POR EL PÚBLICO EN GENERAL

CAA E  
ANEXO I  
PRESTO AL USO

Bactericida / Fungicida / Virucida

**Desinfectante de alto nivel frente a virus  
con envoltura (CORONAVIRUS)**  
según Norma UNE-EN 14476

Nº INSCRIPCIÓN EN EL REGISTRO DE PLAGUICIDAS DE LA DIRECCIÓN GENERAL DE  
SALUD PÚBLICA Y CONSUMO: 15-20/40/90-07783.

TIPO DE FORMULACIÓN: líquido, presto al uso.

FORMATO DE PRESENTACIÓN, CONTENIDO NETO: 1, 5, 20, 200 y 1150 kg.

COMPOSICIÓN: Peróxido de hidrógeno 0,20%, Ácido peracético 0,05% y Excipientes c.s.p. 100%


OX-VIRIN PRESTO AL USO® cumple normas UNE-EN 1276, 1650, 1656, 1657, 13697,  
14476 y 14675.

Acción rápida. Gran estabilidad.

**APLICACIONES Y USOS AUTORIZADOS:**  
- Uso por el PÚBLICO en GENERAL. Desinfección de contacto: superficies y equipos.

FECHA DE CADUCIDAD: 1 año a partir de la fecha de fabricación, siempre que se mantenga el  
envase cerrado y alejado de la exposición directa del sol y fuentes de calor.

**SEGURIDAD: Palabras de advertencia, indicaciones de peligro y consejos de prudencia**  
A FIN DE EVITAR RIESGOS PARA LAS PERSONAS Y EL MEDIOAMBIENTE, SIGA LAS  
INSTRUCCIONES DE USO. No ingerir.  
EUH071 Corrosivo para las vías respiratorias.  
P102 Mantener fuera del alcance de los niños.

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3. We have provided signage and floor markings, as well as PPE for our staff as required by the rules.
4. We have provided cleaning materials, hygiene and disinfection for the use of users of the dive centre: rolls of paper towels, waste bins, sprays containing disinfectant and hydro-gel pump dispensers.
5. We have trained our staff in the new protocols for reopening (social-distancing, cleaning, vigilance, help, coaching, etc.) to guarantee their safety and the safety of our clients.
6. We have updated our Risk Management Plan to reflect the new situation.



# DISTANCING / CAPACITY



**AFORO**  
**CAPACIDAD MÁXIMA**  
 **PERSONAS**

The capacity of the centre has been reduced according to the recommendations, at all times, established by the responsible authorities.

- The **Dive Shop** : is available, always keeping in mind the new rules regarding capacity in the property, of a maximum of 6 people + the staff.
- **Dives** : All of our dives are made from our boat and guided by our Instructors. The capacity of the boat will be a maximum of 6 divers, 3 guides and the skipper (we will not break this limit of a maximum of 10 people until we are officially advised otherwise).



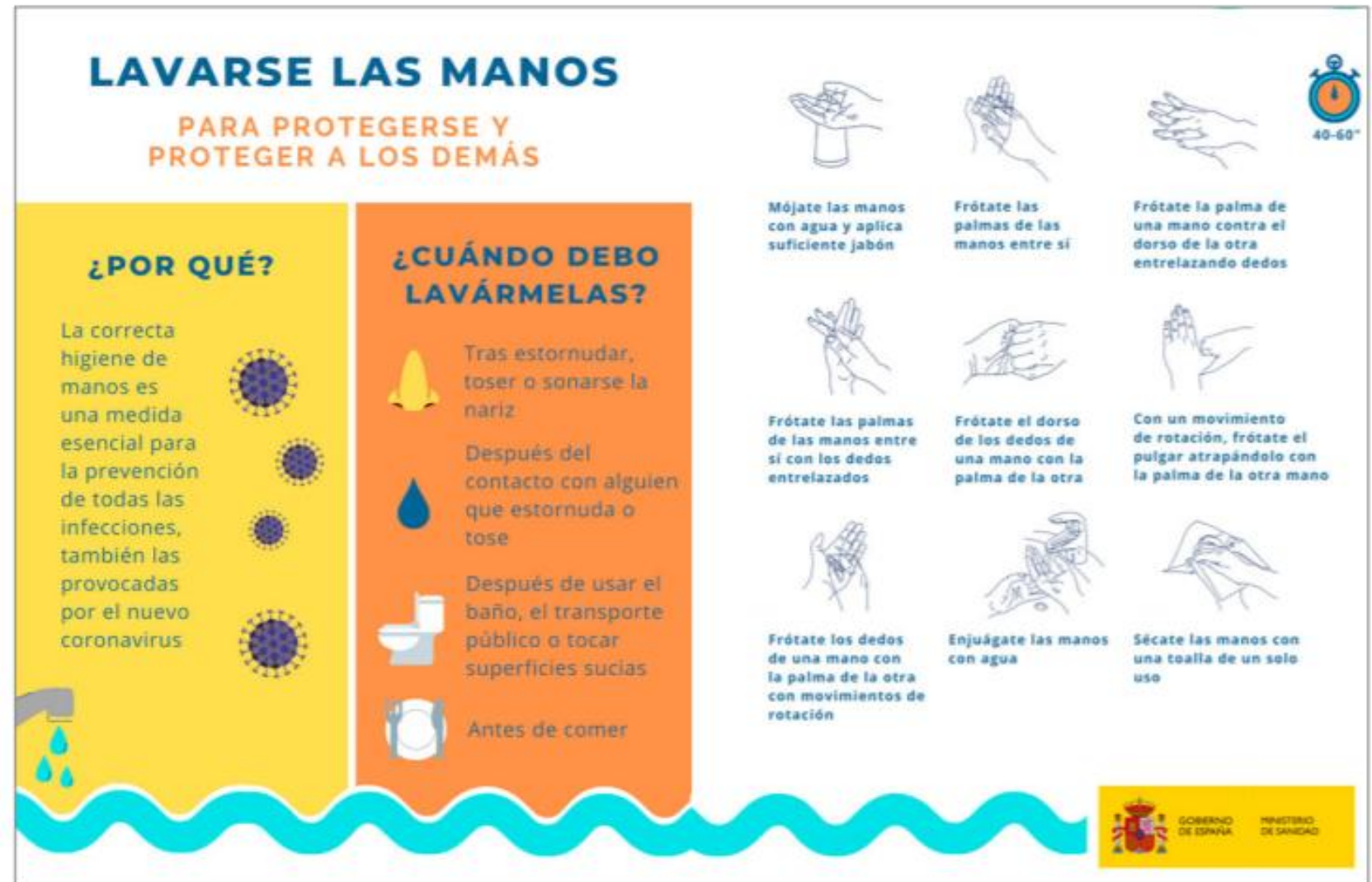
# SANITARY-HYGIENE



# SANITARY-HYGIENE PROTOCOLS

HAND HYGIENE will be constantly emphasized, above all other considerations, as the main measure of infection prevention and control (WHO recommendation).

For this purpose, there are hydroalcoholic solution dispensers, disposable paper towels, as well as informative posters on the correct procedures for washing and disinfecting hands (posters displayed in various parts of the dive centre).







ORGANISATIONAL

- We would appreciate your cooperation in all the steps that allow us to advance and plan our work: information, reservations, documentation and payments online.
- We are currently not permitted to use the classroom, all classes for the present will be online.
- Every diver must handle (mounting, connection and adjustment, dismounting) their equipment, either their own, or rented from us. Staff are limited to the delivery and collection of rental equipment and tanks, maintaining the correct distance.
- All of our briefings will take place in open spaces that permit the appropriate social distancing, either at the dive centre or at embarkation.



# COMMUNICATION



At La Santa Diving, we are prioritizing digital communication, avoiding completely or severely limiting meetings and training in person, as well as unnecessary trips: Training materials will be provided for self-study in your apartment.

In the case of communication to customers and users, the channels provided for this purpose will be used: website, email [info@lasantadiving.com](mailto:info@lasantadiving.com) or WhatsApp +34 629492115.

PRECAUTIONS FOR ACTIVITIES:  
BEFORE BUYING OR COMING  
TO THE ACTIVITY

Through this document, clients are informed of all the protocols they have to follow to carry out the activity. These protocols will also be sent by email or digital medium and will be present on all our social networks and web site.

All protocols are displayed in the centre via signage.





**PROTEJAMOS NUESTRA SALUD**  
**MANTENER LA DISTANCIA DE SEGURIDAD**

**2 METROS**



**SEGURIDAD DEL SITIO**



Lavese sus manos  
regularmente



**Evite  
el contacto**



Mantenga una  
distancia segura de  
al menos 1,5 metros



**Evite tocarse  
la cara**



Tosa o estornude en  
el pliegue del codo  
o en un pañuelo



**Quédese en casa  
si está enfermo**





## SITE SAFETY



People who have been in a high-risk Covid-19 area or in contact with an infected person are not permitted to visit



People with fever, cough, sore throat or other flu-like symptoms are not permitted to visit



**Wear mask**



**Wear gloves**



**Keep a safe distance of at least 2 metres**



## SEGURIDAD DEL SITIO



Las personas que han estado en un área de alto riesgo de Covid-19 o en contacto con una persona infectada no están autorizados a visitar



Las personas con fiebre, tos, dolor de garganta u otros síntomas similares a la gripe no están autorizados a visitar



**Use máscara**



**Use guantes**



**Mantenga una distancia segura de al menos 1,5 metros**

After reading this protocol, you must sign the document :

*“Customer Declaration of Conformity”*

that we will provide physically in the dive centre.

In addition, fill out a self-declaration confirming that you don't have symptoms of COVID-19, or having already had the disease and passed the quarantine period, or provide some kind of "immunity passport" or similar certificate, in the event that the health authorities implement any measure of this nature.



In order to minimise the risk of a client who may have an asymptomatic or incipient COVID-19 being admitted to the centre, and as a complement to the personal self-declaration, we may check for symptoms, for example , taking the temperature with a properly disinfected thermometer.

In such a way that, in case of reasonable suspicion, the person and their possible companions (their group) may be denied entry.





**CANCEL**

**Las “Cancellation conditions in case of illness and measures in suspected cases”.**

- In case of a suspected case or confirmation of contagion, La Santa Diving Lanzarote will cancel the previously booked diving activities and refund you for all the activities NOT taken.
- Refunds will be made by the payment method used, with card payments, this may take a few days.

# PREVENTION FOR CLIENTS:





We remind you that the following documentation is mandatory in order to dive as a certified diver:

- Diver's Certification Card
  - Diving Insurance
  - Diving Medical Certificate
  - Self-declaration (that we mentioned previously).
- 
- If you are Snorkeling or Diving with us as a student, the above will be provided by the Dive Centre.

For everyone's safety we must only allow access to our facilities to those clients who have contracted services with us and not to their Friends or family. This is to minimise the number of people accessing our facilities.

In the case of a person with a disability who requires assistance from a companion, then both people will be permitted.

In the case of minors, a responsible adult must be present and will be permitted.



# TRANSPORT TO AND FROM THE ACTIVITY

During the transport of clients to the port or boarding point by van and likewise, the transfer to the point of submersion in the boat, in both cases the recommended personal distancing may not be possible.

Under these circumstances the risks must be minimised by using PPE.

## Van:

Where it is necessary to transport customers in a van, as indicated in the Resolution of April 2, 2020, of the General Directorate of Land Transport, which dictates instructions for the distribution of masks in the area of ground transportation, it is established that:

*“It is not necessary to continuously use masks over time, but only in those circumstances in which it is not possible to respect the interpersonal distance of health and safety”.*

*In the event that the interpersonal distance cannot be guaranteed, the use of a mask in the van is MANDATORY. The centre will not be in charge of the mask distribution. So please, make sure you have one before coming to the centre.*

## Boat:

- As before, use of a surgical mask and gloves is necessary. You may use scuba gloves as protection provided that they are worn for the entire journey.
- On board the boat, those personal hygiene products will be available (hydroalcohol gel, gloves and masks) brought by the client from the centre.
- After each cycle of use (immersion, departure), and once all of its occupants have disembarked, all the elements of the ship that may come into contact (ladder, arch, railings, handrails, bottle racks) will be cleaned with a disinfectant product with bactericidal properties. and virucidal, and suitable for the surfaces to be treated.
- Do not bring anything aboard that is not necessary to carry out the activity securely, in order to avoid more elements with possible contamination on board.





For safety reasons, we are required to remove the courtesy cold box with water, drinks and snacks that we usually provide from the dive centre.

Each diver may bring, under their own responsibility, their own individual water bottle.





# HEADQUARTERS– RECEPTION

In order to avoid crowding in enclosed spaces and, therefore, the risk of contagion, we will limit the access of clients to the interior premises of the centre as much as possible.



# IN THE CENTRE- EQUIPMENT & CHANGING ROOMS

Both the bottles and the rental equipment, duly sanitised and disinfected, will be managed by dive centre staff, duly protected and with the least possible intervention.




- **Storage:** Once the equipment has been disinfected, we will stow it separately from those that haven't yet been disinfected.

We encourage the use of more open spaces to change and equip yourselves, as well as taking a shower in your own accommodation, in order to reduce the use of changing rooms to the essential minimum.

The assembly and testing of the heavy equipment (wetsuit/tank) will be carried out in open spaces, each user handling their own equipment, without manipulation or contact of the equipment by other people.





THANK YOU FOR  
READING.  
EVERYONE'S SAFETY  
IS IMPORTANT.