

EVACUATION AND EMERGENCY PLAN - General information of what to do in an emergency situation

WHAT CAN YOU DO IF YOU DETECT A DANGEROUS OR EMERGENCY SITUATION?

- Protect yourself and don't become one of the victims
- Inform the control centre immediately (Casa de la Vila, extension 2222) or the person in charge of the zone, or any other employee.

977 636 600 (landline line or mobile phone)

Ext. 2222 (from accomodation or internal phone)

INFORM:

- IDENTIFY YOURSELF (Name and surname)
- WHAT HAS HAPPENED (Type of accident or incident)
- LOCATION OF THE INCIDENT



WHEN TO EVACUATE/CONFINE?

- On hearing an evacuation message over the public address system followed by a siren.
 - Evacuation notice: Constant beep for 1 minute, stop for 10 seconds. Repeat 3 times.
 - Confinement notice: Intermittent beep for 15 seconds, stop for 10 seconds. Repeat 3 times
- When directly instructed to do so by reception staff
- When instructed to do so by the emergency teams

HOW TO EVACUATE/CONFINE?

- Stay calm, do not shout or argue, and avoid conflict.
- If you are inside one of the buildings, use the indicated emergency exit.
- Make your way calmly to the evacuation point.
- DO NOT waste time collecting personal items.
- Help with the evacuation of people with reduced mobility, disabled, children or those with injuries to avoid bottlenecks at the evacuation points.
- DO NOT use the lifts (Casa de la Vila)
- Do not go back once the evacuation has started.
- When you reach the meeting place, communicate details of any incidents or accidents to the emergency teams.

OTHER RECOMMENDATIONS:

- If there is smoke, try not to breathe it by covering your mouth and nose with a damp cloth.
- If your clothes catch fire, don't panic, call for help. Lie on the floor and roll to smother the fire. Wherever possible get the rescuer to cover the burnt area with a blanket and dampen the area, do not use a fire extinguisher.
- In the case that you have to evacuate from the resort, follow the instructions given to you by the evacuation team, do not use vehicles and follow the signs.

WHAT TO DO IN CASE OF AN ORDER OF CONTAINMENT/CONFINEMENT?

- You will receive a notification by phone, person or loudspeaker, in person or by telephone followed by a siren.
- If you are inside, stay there and listen for further instructions. Communicate any incidents to the relevant staff.
- If you are outside, make your way immediately to the nearest building or closed interior area.
- Close all doors, windows and switch off any ventilation systems.
- Vehicles are NOT a safe place to use.
- Stay calm, do not shout or argue, and avoid conflict.
- Once you have received communication that the confinement period has passed, you may return outdoors.

RECOMMENDATIONS TO AVOID EMERGENCY SITUATIONS:

- Do not make fire, create sparks, or smoke outside of authorised areas. Do not throw lighted cigarettes into waste bins, maintain ashtrays clean and empty at all times.
- Do not hang cloths, towels or clothing on lamps or other electric lights.
- It is STRICTLY PROHIBITED to bring pyrotechnic materials into the complex.
- Take special care when lighting barbecues, use solid block lighters and not flammable liquids. If in doubt, consult reception.
- Make sure that your electrical items are compatible with the voltage on site. Always switch them off and unplug them after using. (E.g. phone chargers).
- Do not use electrical items with cables in poor repair. In case of doubt, consult reception for assistance.
- If you find yourself in an area with a crush of people, avoid any conflict, or any type of behaviour that could result in panic. Stay prudent and calm. If you see any behaviour contrary to this advice, advise the security staff immediately.
- In the pool areas, if you detect a strong smell of chlorine advise the lifeguard or maintenance staff immediately.
- Take special care with bottles of butane or camping gas, do not leave them close to the barbeque areas or any heat source, and ensure that their connectors are in good condition. Advise staff immediately if you detect the smell of gas.
- Always follow the instructions on notices and emergency warnings.
- In the case of extremely high winds, do not go outside. Keep inside the resort buildings until it subsides. Strong winds bring a grave risk of falling materials, trees etc. Cars and caravans are not a safe refuge.

WHAT TO DO IF YOU ENCOUNTER AN INJURED PERSON?

1. Protect yourself from the same situation.
2. Advise reception.
3. Assist where possible, only if you have first aid knowledge you may examine the person to determine the cause and location of the injury, check vital signs and administer assistance. If you DO NOT have knowledge, then wait for the first aider to arrive on the scene.