kn HOTELES

ARENAS DEL MAR
EL MÉDANO ★★★★

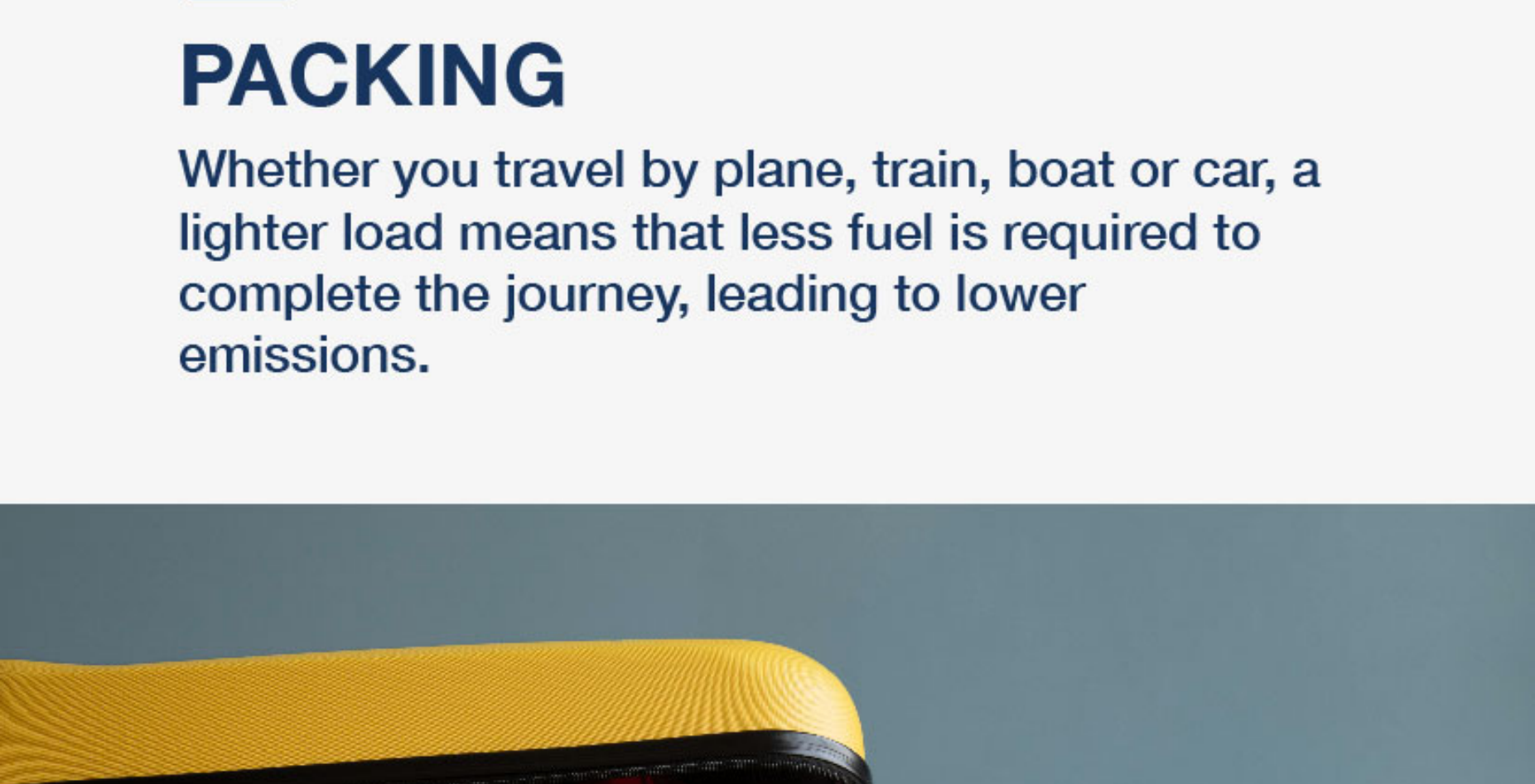
RESPONSIBLE GUEST GUIDE

BOOKING TRAVEL

If you have the opportunity, always book your trip with a company that is taking action to improve its environmental and social impacts. The best companies are those that publish annual sustainability reports and be independently certified by a reputable sustainability label such as for example Travelife.

PACKING

Whether you travel by plane, train, boat or car, a lighter load means that less fuel is required to complete the journey, leading to lower emissions.



Please, pack belongings that you will take with you upon your return because unwanted items increase pollution in destinations that lack good waste and recycling solutions, and in all destinations they add stress to local waste management systems.

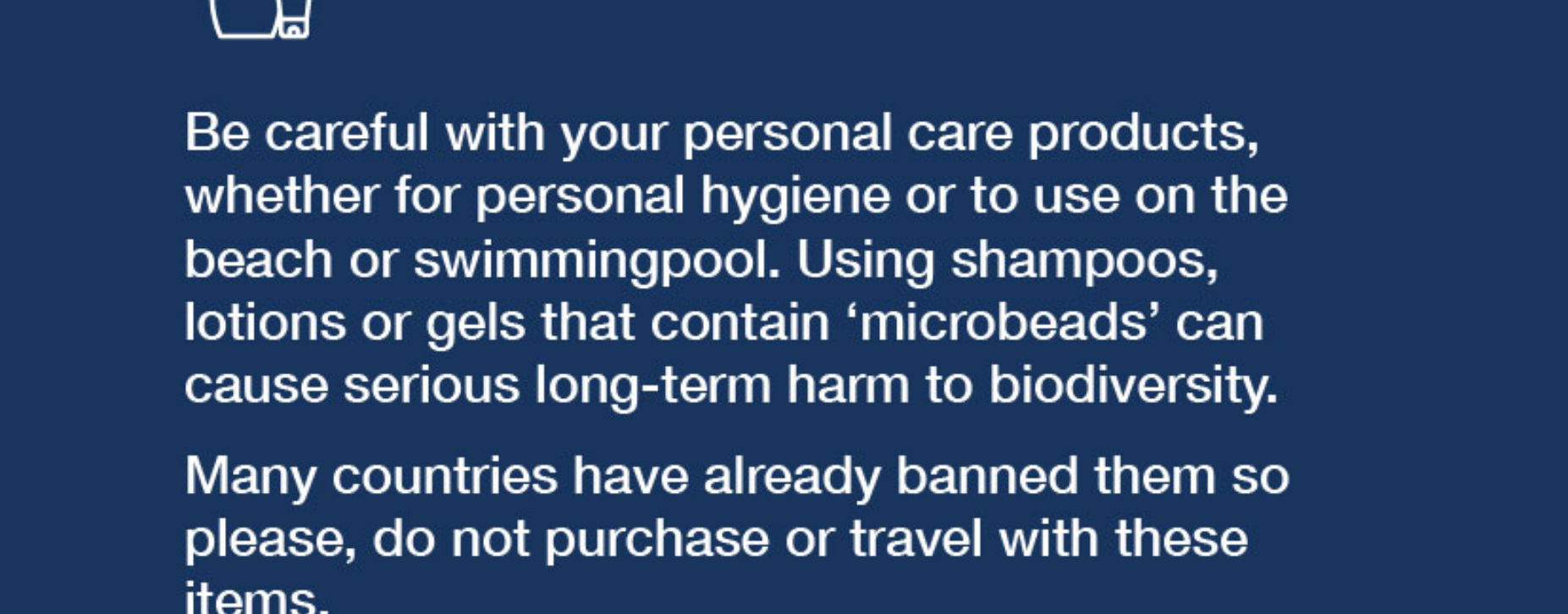
Be careful with your personal care products, whether for personal hygiene or to use on the beach or swimmingpool. Using shampoos, lotions or gels that contain 'microbeads' can cause serious long-term harm to biodiversity.

Many countries have already banned them so please, do not purchase or travel with these items.

Certain ingredients found in some sun protection products are very damaging to marine life and reefs, even in tiny amounts and even used to have a shower in your hotel room causes damage to the environment. Look for a safe alternative to the sea. If a sunscreen contains any of these ingredients:

⚠ **Oxybenzone, Benzophenone-1, Benzophenone-8, OD-PABA, 4-Methylbenzylidene Camphor, 3-Benzylidene Camphor, nano-Titanium Dioxide, nano-Zinc Oxide, Octinoxate, Octocrylene.**

Please, do not carry it with you and avoid using it, the environment will thank you.
If you bring single-use plastics with you, you will need to dispose of them and many destinations lack the facilities to do this safely.
Always try to travel with reusable alternatives or ones made with recycled paper products instead of plastic.



AT YOUR ACCOMMODATION

Temperature:

Keeping your room at a comfortable temperature is important yet this is one of the biggest contributors to greenhouse gas emissions in accommodation. You can help by not adjusting the thermostat more than necessary and by ensuring that heating/cooling units are turned off whenever doors or windows are open.

Water

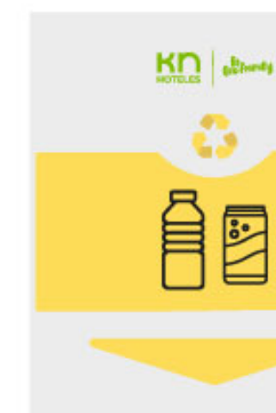
There are always greenhouse gas emissions created from sourcing and disposing of water, and in some destinations water is an extremely precious resource. You can help by taking shorter showers, turning off the tap whilst brushing your teeth and making use of any low-flush option on toilets.

Food and drinks

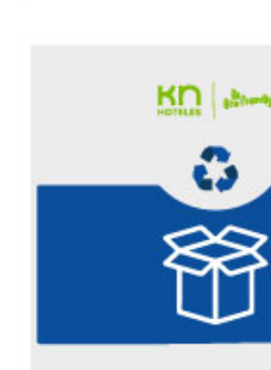
Around a third of all food produced is never eaten, yet food production accounts for a third of all greenhouse gas emissions. You can help by only ordering what you will eat, choosing local items over imported ones and opting for more meat-free meals during your stay.

FIND OUT ABOUT RECYCLING

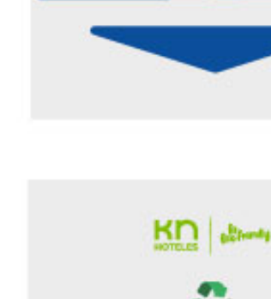
In each destination or each country there may be different colors for waste containers. If you have any doubt about how to use these recycling points at the hotel, please ask the hotel staff. In your room is provided a deposit for your personal waste, but throughout the hotel you can find numerous recycling points for plastics, glass and cardboard. Below, we will indicate how to indentify them and how to use them correctly, it is the responsibility of all of us be aware of this important enviromental aspect.



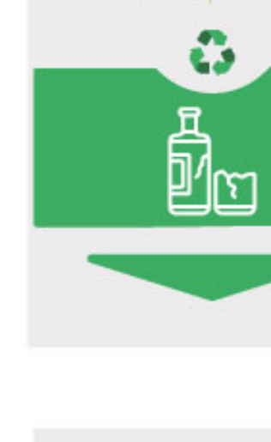
Yellow label/ Yellow bag: Plastics and light packaging, Briks and beer or soft drink cans.



Blue label/ Blue bag: Paper and cardboard. (not grease-stained cardboard, for example a used and stained pizza box, these will go to the general or non-recyclable trash).

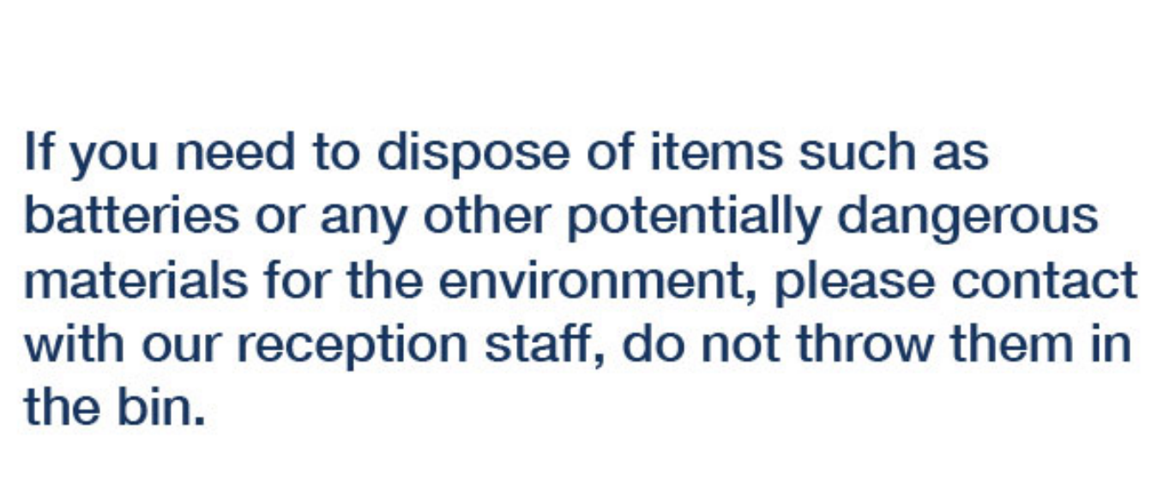


Green label/ Green bag: Glass.



Grey label/ Black bag: non-recyclable waste.

If you need to dispose of items such as batteries or any other potentially dangerous materials for the environment, please contact with our reception staff, do not throw them in the bin.



SUPPORTING THE LOCAL COMMUNITY

Support local businesses

Try to dine and shop at locally owned and operated businesses in the area. If you are buying gifts or mementos, see if you can find something that is handcrafted by a local artist or produced by a small business.

Explore the culture and area

Even if you are on a lazy beach holiday or a short business trip, you are likely to get more out of your visit if you find time to take in some of the local sites, culture and activities.

Respecting people

Make sure you know about, and observe, any local laws, customs or traditions. Do not take photos or videos of people without their permission, especially if you intend to post these online. Remember that only parents or legal guardians can give permission for children.

Safeguard children

Avoid activities that could harm children such as orphanage and school visits that can disrupt education or lead to exploitation. The best way to support children is to donate to a reputable charity. If you suspect that any child is being exploited or abused, immediately report the issue to law enforcement by calling the emergency number 112 or the National Police at 0034 922 78 99 50, you can also contact the Association for Prevention of Child and Adolescent Abuse of the goverment of the Canary Islands, which is based in Santa Cruz de Tenerife: telephone 0034 922 47 76 00, email cgargars@gobiernodecanarias.org. On the other hand, if you are not sure how to do it correctly, you can talk to the accommodation staff or your travel agent.

Protect biodiversity

Be sure to properly dispose of your waste and follow any guidance about how to protect sensitive areas such as sand dunes, reefs or forests. Do not take anything away from these areas such as shells or stones and likewise, do not leave anything behind.

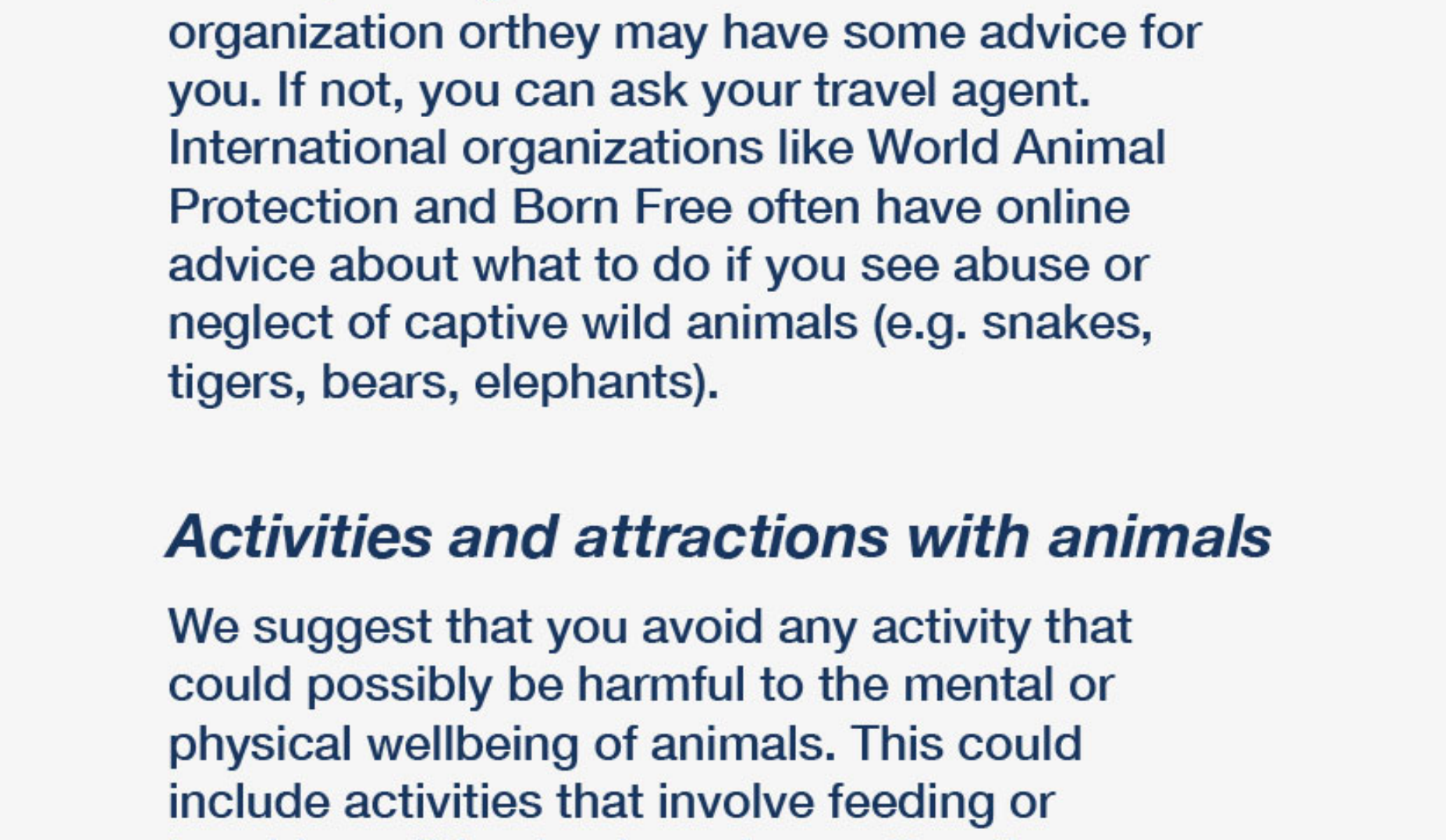
Support local charities

If you have had a great time at your destination and would like to give something back to the people who live there, then we suggest looking for a local improvement initiative or charity to support. You could ask staff at your accommodation for ideas as they may already have something in place. For example, raising funds to build a new medical centre, to improve a local park or to protect an important natural area.

CARING FOR OTHERS

Many times other people need help and we do not know how to identify it, or even if we do identify it we do not know how to react. Our staff is trained to react quickly to any need, do not hesitate to contact us if you need help or think someone needs it.

We recommend you spend some time learning how to identify the signs that someone is being trafficked, abused or exploited, then find out how to report it if you ever see it. You should be able to find reputable information and training resources online, often provided by the police or an NGO, otherwise ask for advice from a relevant local charity or check with your travel agent.



SAFEGUARDING ANIMALS

Stray or abused animalst

If you are concerned about stray or abused animals, ask your accommodation staff what the best course of action is. They may already be cooperating with a local animal welfare organization orthey may have some advice for you. If not, you can ask your travel agent. International organizations like World Animal Protection and Born Free often have online advice about what to do if you see abuse or neglect of captive wild animals (e.g. snakes, tigers, bears, elephants).

Activities and attractions with animals

We suggest that you avoid any activity that could possibly be harmful to the mental or physical wellbeing of animals. This could include activities that involve feeding or touching wild animals and any attractions where animals are forced to behave in a way that would not be normal for them in the wild. Tenerife has also one of the best and largest concentrations of cetacean's families in the world, there are many companies that organize visits for whale watching, we recommend NOT to use these services because the huge number of boats is stressing these precious colonies, even though the most of these companies insist on saying the opposite. In case you really wish to make this experience, please, choose a company recognized under Decree Law 178/2000, 6th October 2000, with the BLUE BOAT CERTIFICATION.

THANKS