



Arrival

In order to protect against Covid-19, the Canary Islands government has passed new entry regulations by law. We have summarised the most important points for you below and expressly point out that you should inform yourself about the current entry regulations before your arrival via the Foreign Office of your home country as well as from your tour operator and/or your airline.

- 1) Before entering the Canary Islands, you must register and complete an online form. and fill out an online health check form on the Spain Travel Health Portal! The form itself and further information can be found on the following link: <https://www.spth.gob.es>
 - 2) For all travellers entering the Canary Islands and coming from a risk country/area and/or staying in a tourist establishment, it is compulsory to carry a negative test result of a PCR test. The test must have been carried out no more than 72 hours before entry. For further information on the exact requirements, please refer to the page of your Foreign Office.
 - 3) Upon entry, a health check is regularly carried out at the airport in the destination area by taking the temperature, evaluation of the entry form by the health authorities and a visual check of the traveller. Persons with a temperature temperature of more than 37.5 °C or other abnormalities may be subjected to a thorough examination.
- 1) In addition, tourists must activate the Spanish Corona app Radar COVID for iOS devices or for Android devices during their stay and are asked to deactivate it no earlier than 15 days after returning from holiday. days after the return of the holiday.



Stay

- The wearing of a mask is mandatory for all persons, guests and employees, in all in all enclosed rooms used by the public and in all outdoor areas of the hotel. When eating, swimming and resting on the sun lounger in the garden at a safe distance, the mask can be dispensed with. If you are exempt from the mask requirement for medical reasons, please inform us accordingly. Please bring sufficient personal mouth-nose protection with you to your stay.
- Please keep the distance of 2.0 meters from other guests and staff and observe the general basic hygiene rules.
- At the first signs of illness, please stay in your room and inform us.
- The whole hotel has been and is constantly being thoroughly disinfected. Disinfection dispensers are installed at busy points in the house - please use them regularly.
- The Check-In is designed contactless as far as possible.
- Utility items such as ballpoint pens, credit cards, room keys, etc. are immediately disinfected before and after use.
- Use of the lifts please only alone or with the person who lives in the same room – do not drive together with strangers.
- If possible, please pay by debit or credit card.
- Fewer guests in the hotel - we will not allocate all rooms. This means more silence and more distance.



Housekeeping

- Furthermore, the guidelines of our HACCP concept are the basis of our work.
- After each cleaning of a hotel room, the disposable gloves are disposed.
- The so far thorough disinfection of the rooms has been adapted to the new circumstances.
- Room cleaning is always done in the absence of guests.

Sport & Recreation

- Until further notice, the use of the Center of Healthy Motion (COHM) with all its facilities is only possible individually and with prior registration.
- Yoga and relaxation programmes as well as outdoor activities are possible individually or are carried out in small groups with prior registration and in compliance with hygiene and safety rules. Please refer to the latest information and notices in the hotel.
- Individual leisure activities are possible to a limited extent. We will be happy to inform you about the current possible offers on site and on the info board. In natural areas, for example when hiking, the mask obligation does not apply as long as the spatial safety distance is maintained.
- The release or closure of the public seawater swimming pool is the responsibility of the local authorities. We will be happy to inform you about the current status on site.



Pools, Spa & F. X. Mayr Center

- Massages, cosmetics, therapies and personal training are carried out in accordance with the current official hygiene and safety regulations. Restrictions are possible, please also note the following information. As everywhere else, wearing a mouth-nose protection is compulsory.
- The number of users of our pool in the garden is limited, just like the number of sun loungers; a minimum distance of 2 m also applies in the pool. The sunbeds are arranged according to guest units, taking into account the spatial distance and are disinfected daily.
- The Thalasso pool unfortunately has to remain closed due to current regulations.
- The entire sauna area including all facilities is closed until further notice due to current regulations.



Restaurant & Service

- During breakfast and dinner we accompany you to the table.
- Our breakfast buffet is not set up as usual; many components are served directly at the table according to your choice.
- In the evening we offer several dinner times depending on occupancy (7.00 p.m until 9.00 p.m.). The 3-course menu is served as usual and according to your choice by our service personnel.
- The tables in the restaurant are at least 2.0 m apart, good ventilation in the premises is provided.
- Service staff wear masks and gloves.
- Room service is only possible up to the room door. Please place orders 8 hours in advance!

The legal regulations can change at any time! We adapt our measures accordingly. Status: December 2020