



## 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 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, 15 days after the return of the holiday.



## Departure

Returning and entering your home country is also subject to various quarantine regulations and legal requirements for protection against Covid-19.

In some countries, a Corona test is mandatory for entry from a risk area. You can either have this test directly at our hotel carried out by our team of doctors 48 hours before returning to your home country or at one of the test centres on Tenerife (both subject to a charge). In many cases, online registration is also obligatory for returnees.

In any case, please inform yourself in detail before you travel on the portals of the Foreign Office of your respective home country.



## 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.
- Due to the generosity of our house and the outdoor facilities, the distance rules are easy to comply with. This means even more peace & quiet for you, which we underline with our personal service.



## 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 actually limited to a maximum of 4 people and is only possible with prior registration.
- Yoga and relaxation programmes as well as various 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.



## Restaurant & Service

- In order to offer you a smooth and personal service under the current regulations, we assign fixed tables for the duration of your stay. We ask for your understanding that the free choice of seats in the restaurant is currently not possible.
- Our breakfast buffet will not be set up as usual; many components will be served directly at the table according to your choice. The 3-course menu will be served by our service staff in the usual way.
- The tables in the restaurant are at least 2.0 m apart, good ventilation in the rooms is ensured.

## Pools, Spa & F. X. Mayr Center

- Treatments and therapies are carried out in accordance with the current official hygiene and safety regulations. Restrictions are possible.
- 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.
- Use of the Thalasso pool is possible by prior appointment and at certain times (max. 4 people).
- Our saunas can be used with a maximum of 4 people and a minimum distance of 2.0 metres. Prior reservation necessary! Unfortunately, the steam bath must remain closed.

The legal regulations can change at any time! We adapt our measures accordingly. Status: January 2021