

Child Protection Policy

Macaronesian Hotels & Resorts believes that no child or young person should experience abuse (physical, emotional or sexual), neglect or exploitation of any kind. So in accordance with the United Nations Convention on the Rights of the Child, we are committed to respecting and safeguarding all children and young people under the age of 18 who stay in our property, as well as those who work or live in our locality, ensuring that they are protected from all forms of abuse, exploitation or neglect.

Specifically, we believe that:

- The welfare of the child or young person is paramount.
- All children or young people under the age of 18 have a right to equal protection from abuse, neglect or exploitation, irrespective of their age, disability, gender, race, religious belief, sexual orientation or sexuality.
- Working in partnership with local child protection organisations, charities and law enforcement will ensure that our actions are robust and effective.

We will keep children and young people safe by:

- Valuing, as well as listening to and respecting them.
- Training our staff on the meaning of this policy and our Child Protection Procedure, so that they are:
 - sensitive to the signs of child abuse, neglect or exploitation and
 - know what action to take to safeguard a child that they suspect may be at risk, in or around the property.
- Promoting our Child Protection Policy to our suppliers, sub-contractors and guests so that they can support our commitments.
- Encouraging our customers to inform our reception staff about any sign of abuse to children or teenagers at the property or in fact any other place.
- Not allowing guests to bring minors to their rooms if they are not duly registered as having the guardianship or can prove to be relatives.
- Sharing our concerns about vulnerable children or young people with local child protection organisations and law enforcement, so that we always act in their best interests.

If you suspect that a minor could be suffering any kind of abuse please contact immediately the Reception or call 062 (Guardia Civil).

In Tenerife, on 20th June 2026



Jorge Marichal
CEO