

ELTOPE

H O T E L

HOTEL EL TOPE, promotes the international principles of **child protection with regard to the exploitation of children in the hotel and the tourism sector in general**. This policy establishes objectives and procedures for personnel on how to act in case of emergencies in terms of the protection of minors.

Our actions will include:

- Awareness and training of all personnel in all aspects of child protection and the prevention of child abuse and exploitation.
- Provision of information and relevant education to our guests.
- Provide reporting systems to local authorities.
- Zero tolerance for any sexual exploitation within the hotel's activities.
- Positively supporting the community and local youth through training initiatives and social development programmes.

Thus, the following general principles must be respected by all staff, always and in any event:

- Guests cannot bring minors (under 18 years of age) to hotel rooms if they are not registered as their parents or legal guardians, or cannot prove that they are related.
- Under these circumstances if the said adult changes their mind about staying at our hotel and requests assistance in making reservations at any other hotel, we will refuse to do so.
- If there is an adult watching or taking pictures of children in the pool area, the staff member responsible for the area should find out if they are from the same family and, if not, ask them politely to stop doing so.
- Every staff member must notify the Hotel Management of any specific incident or suspicious behaviour.
- If a member of staff is aware of a problem regarding child protection, through direct observation or because they have been notified, or if there is any cause for concern, they should treat it as a priority and address it immediately.
- Whenever staff members have doubts about how to proceed with respect to these policies and procedures, they may request the assistance of their superior or speak with Human Resources regarding these matters.

The hotel should inform their guest that, in the event of suspected inappropriate behaviour towards minors, they will contact the National Police Corps.
(telephone 091).

The procedures contained in this policy are made public by Hotel El Tope and represent the Hotel's policy on making public its rejection of the sexual and commercial exploitation of children and adolescents, as well as any other form of abuse towards them.