



YOU HAVE ALWAYS BEEN OUR GREATEST COMMITMENT

Today, more than ever, we have adopted special measures that strengthen our commitment to your protection in order to guarantee your complete peace of mind. An undertaking not only towards our guests, but also our employees, suppliers and collaborators. **Protecting us all by caring for our environment.**

Our top priority at this time is to provide a **safe environment that will guarantee your health**, and offer you the calm and peace of mind you seek during your stay at the hotel.

We would like to inform you of some of the key actions included in our [new stricter internal protocols](#).

Anyone wishing to travel to Lanzarote is required to provide proof certified by the health authorities that they have been tested for active COVID-19 infection and received a negative diagnosis within 72 hours prior to their arrival.

This proof is necessary in order to access all tourism accommodation establishments on the islands.

Find out about the new requirements and obligations for travel and accommodation in the Canary Islands [here](#).

FACILITIES AND SERVICES	RESTRICTIONS AND PROTOCOLS
<p style="text-align: center;">BARS AND RESTAURANTS</p> <p style="text-align: center;">Use the hydro alcoholic gel located at the entrance to the buffet area Masks must be worn whilst selecting dishes. More individual portions are now available. Please wait to be seated. Only the waiting staff can move or join tables, should this prove necessary. We have extended the dining room times, and in some cases, sittings will be established in order to guarantee safety distances. Application of the COVID-19 cleaning protocol.</p>	
BUFFET TROPICAL RESTAURANT	<i>Closed</i>
BUFFET ISLAND RESTAURANT	<i>Open. Limited capacity.</i>
POOL BAR (MAIN POOL)	<i>Open. Limited capacity.</i>
POOL BAR (PREMIUM POOL)	<i>Open. Limited capacity.</i>
ASIAN RESTAURANT	<i>Closed</i>
PIZZERIA RESTAURANT	<i>Open. Limited capacity. Appointment at Reception.</i>
SPORT BAR	<i>Open. Limited capacity.</i>
“TAPAS” RESTAURANT	<i>Open. Limited capacity.</i>
<p style="text-align: center;">WELLNESS AREA AND GYM</p> <p style="text-align: center;">Application of the COVID-19 cleaning protocol.</p>	
WELLNESS AREA	<i>Temporarily closed</i>
GYM	<i>Active service. Application of the COVID-19 protocol. Prior appointment at Reception.</i>
MASSAGE SERVICE	<i>Active service. Application of the COVID-19 protocol. Prior appointment at Reception.</i>
<p style="text-align: center;">CHILDREN'S AREAS AND ENTERTAINMENT</p> <p style="text-align: center;">Application of the COVID-19 cleaning protocol.</p>	
MINICLUB	<i>Open. Outdoor activities. Application of the COVID-19 protocol.</i>
PARK	<i>Open</i>
SPLASH PARK	<i>Open</i>
ENTERTAINMENT	<i>Adapted activities using individual materials and limited capacity.</i>
ENTERTAINMENT AND SHOWS TENT	<i>Active service. Application of the COVID-19 protocol. Limited capacity.</i>
RECEPTION	

CHECK-IN	<i>Guests may check in online via the thbhotels.com website, the App and the self-check-in kiosk in Reception.</i>
PORTER SERVICE	<i>Application of the COVID-19 protocol</i>
SWIMMING POOLS Application of the COVID-19 cleaning protocol.	
MAIN POOL	<i>Open. Capacity is limited.</i>
PREMIUM POOL	<i>Open. Capacity is limited.</i>
CIRCULAR SWIMMING POOLS	<i>Open. Capacity is limited to 50%.</i>
SUN BEDS	<i>Sun beds and other items of poolside furniture must not be moved, and towels must be placed on them.</i>
OTHER FACILITIES AND SERVICES	
BUS TO THE BEACH	<i>Active service. Capacity is limited.</i>