



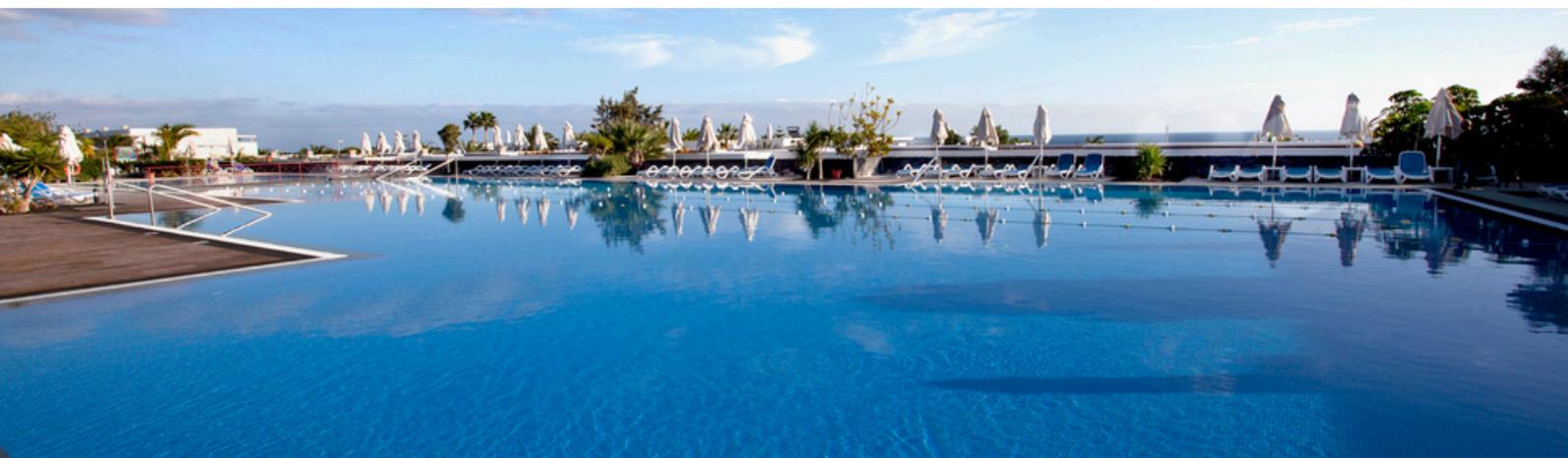
# Costa Calero Responsible Hospitality Guide

At Hotel Costa Calero Thalasso & Spa, we believe that every small action counts. Our commitment to sustainability is an essential part of the way we operate and interact with the natural and social environment of Lanzarote.

Since 2013, we have been a Travelife-certified establishment, one of the most demanding international sustainability standards for tourist accommodations. We are proud to be part of a hotel community that prioritizes environmental respect, the well-being of people, and the protection of the local surroundings.

Every two years, Travelife verifies compliance with the standards through a comprehensive audit. Thanks to the dedication of our team and our guests, we continue to improve and implement measures that, although small, have a significant impact on our island and the lives of its inhabitants.

This guide outlines some simple actions that the entire hotel team can implement. If you have new ideas on how to further advance towards even more sustainable management, we would be delighted to receive and consider them.





# Supporting our community

- **Respecting People:**

It is important that the inhabitants of Lanzarote perceive the benefits of tourism and the value they bring to our hotel. All staff should treat the local population with the same respect and courtesy offered to visitors. It is also essential to obtain permission before taking photos or videos of people, especially if they will be shared publicly. Please remember that parents or legal guardians must give consent to take photos or videos of their children.

- **Protecting Cultural and Natural Heritage:**

Our island has sites of great historical, cultural, and natural value. Knowing and respecting them is part of our commitment. Their conservation and protection ensure that future generations can continue to enjoy them and are also one of the main reasons travelers choose Lanzarote as a destination.

- **Preserving the Local Way of Life:**

Responsible tourism should contribute to economic and social well-being without negatively affecting local customs or traditions. At Hotel Costa Calero Thalasso & Spa, we promote respect for Lanzarote's culture and encourage learning more about it to understand its richness and uniqueness.

- **Protecting Vulnerable People:**

All staff receive regular training on how to detect and report potential cases of exploitation or abuse, especially involving children. The safety and well-being of all individuals are a priority for our hotel; therefore, **the protocol is to contact the competent authorities via 112.**

# Protecting and Caring for Our Environment

- **Waste Management:**

Hotel operations generate waste, and reducing it is a shared responsibility. Properly separating recyclable materials, minimising the use of plastics, and following internal management procedures are key steps to care for Lanzarote and the planet.

- **Reducing Food Waste:**

Worldwide, a large portion of produced food is never consumed. In our kitchens and restaurants, measures are implemented to reduce waste, and whenever possible, composting is used to minimise environmental impact.

- **Efficient Energy Use:**

Small actions, such as closing doors and windows when the air conditioning is on, turning off lights or equipment when not in use, and keeping thermostats at appropriate levels, significantly contribute to reducing energy consumption.

- **Water Care:**

Water is a very valuable resource in Lanzarote. Responsible use is promoted by avoiding leaving taps open unnecessarily and by using the saving systems available in the facilities.

- **Sustainable Mobility:**

Staff are encouraged to choose more sustainable transportation methods, such as carpooling or using public transport whenever possible and safe.





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- **Protection of Natural Areas:**

Lanzarote is home to unique landscapes—from beaches and dunes to volcanic areas and wetlands—that must be preserved. When visiting these spaces, it is important to respect conservation rules and properly manage any chemicals or waste that could affect the environment.

- **Care for Wildlife:**

Enjoying the island's natural life is a privilege. Therefore, wild animals should not be fed or touched, as this can harm their health and alter their natural behavior.

At Hotel Costa Calero Thalasso & Spa, we work every day to make sustainability a shared reality.

Every action counts, and with the collaboration of our team, our guests, and the local community, we contribute to keeping Lanzarote an authentic, healthy, and environmentally respectful destination.



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