

Hotel Parque Tropical Child Protection Policy

Commitment Statement

Hotel Parque Tropical recognises that all children and adolescents have the right to grow and develop in a safe environment, free from any form of violence, abuse, exploitation or neglect. As an establishment committed to sustainable and responsible tourism, the hotel maintains a zero-tolerance policy towards any form of child exploitation associated with travel and tourism.

This policy forms part of the hotel's sustainability management system and is mandatory for all employees, suppliers and partners.

Objectives

- To protect children and adolescents present on the hotel premises.
- To prevent any situation involving child abuse or exploitation related to tourism activities.
- To raise awareness among employees and partners of their role in protecting children.
- To cooperate with the competent authorities in preventing and addressing any offence against children.
- To promote responsible tourism that respects children's rights.

Scope

This policy applies to:

- Hotel Management.
- All employees.
- Subcontracted companies.
- Suppliers.
- Tour guides and activity companies working with the hotel.
- Guests and visitors.

Hotel Commitments

The hotel undertakes to:

- Maintain a zero-tolerance policy towards child exploitation.
- Comply with national and international legislation relating to child protection.
- Inform and raise awareness among employees regarding the identification of potential risk situations.
- Cooperate with the competent authorities whenever there is a suspicion of an offence.
- Promote respect for children's rights among guests and suppliers.
- Periodically review this policy to ensure its effectiveness.

Expected Conduct of Employees

All employees must:

- Treat children and adolescents with respect and dignity.
- Maintain professional conduct at all times.
- Avoid any behaviour that could be interpreted as inappropriate.
- Not provide alcohol, tobacco or other substances to minors.
- Not photograph or record children or adolescents without the appropriate legal consent.
- Immediately report any suspicion of child abuse, exploitation or trafficking.

Suppliers and Partner Companies

The hotel will encourage its suppliers and partners to:

- Respect children's rights.
- Comply with applicable legislation.
- Maintain ethical conduct while providing their services.
- Cooperate with the hotel in preventing any form of child exploitation.

Information for Guests

The Hotel may inform its guests, through signage, digital information or other means, that it maintains a zero-tolerance policy towards child exploitation and that it will cooperate with the competent authorities in the event of any suspicion.

Action Procedure

When any employee identifies a situation that may affect the safety or well-being of a child or adolescent:

1. Remain calm and avoid intervening in a way that could place the child or other people at risk.
2. Immediately inform Hotel Management or the designated responsible person.
3. Record the facts observed objectively, without conducting any investigation independently.
4. Hotel Management will assess the situation and, where appropriate, contact the relevant law enforcement authorities or child protection services.
5. All information will be treated with strict confidentiality.

Training and Awareness

The Hotel will provide employees with regular information and guidance on:

- Children's rights.
- Indicators of child abuse and exploitation.
- Internal reporting procedures.
- Good practices in responsible tourism.

Communication

This policy will be available to:

- All employees.
- Relevant suppliers.
- Partner companies.
- Guests who wish to consult it.

Monitoring and Continuous Improvement

Hotel Management will periodically review this policy to verify its implementation and ensure that it remains aligned with current legislation, Travelife sustainability criteria, and the needs of the establishment.

Approval

This policy has been approved by the Management of Hotel Parque Tropical and shall enter into force on the date of signature.

Date: 2026-03-31

Management Signature: _____

LICA HOTELES, S.A.

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Administrador

Hotel Parque Tropical

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