RESPONSIBLE GUEST GUIDE 2025

At Seaside Collection, we believe that travelling is a transformative experience which should always be enjoyed with respect for the people, culture, and nature of each destination. Our hotels in Gran Canaria and Lanzarote are committed to sustainability. To achieve tourism that benefits both the community and the environment, we need the collaboration of our guests. Here you will find clear actions, practical tips, and guidelines to ensure your stay has the lowest possible negative impact and the greatest positive impact.

Before travelling

Planning responsibly enhances your experience and reduces impacts. Before you set off, consider the following:

- Booking your trip: Always choose companies that are taking steps to improve their environmental and social impact.
- Culture: Travel is far more enjoyable when you understand local customs and traditions. Even simple things such as tipping, dress codes, or ways of saying thank you are useful to learn before you arrive.
- Low-emission travel: Whenever possible, use public transport. If you use a taxi or hire a car, opt for hybrid or electric vehicles where available.
- Looking after others: Take some time to learn how to identify the signs of human trafficking, abuse or exploitation, and report such situations.

Packing

Preparing your luggage responsibly reduces waste and protects the local environment.

- Travel light: Carrying less weight reduces emissions from transport.
- Reduce single-use plastics: Bring a reusable bottle and a foldable bag.
- Avoid products containing microplastics or microbeads (e.g. in scrubs, toothpastes).
- Use reef-safe sunscreen: Avoid ingredients such as oxybenzone, octinoxate, octocrylene, and titanium dioxide or zinc nanoparticles. Choose reef-safe and biodegradable options.
- Personal care products: Washing or swimming with shampoos, lotions, and gels containing microbeads can cause long-term damage to biodiversity. Many countries have already banned them, so do not travel with such products.

Transport and mobility at destination

The Canary Islands offer a range of options for getting around. Choosing sustainable ones helps to ease pressure on resources and reduce emissions.

- Explore on foot or by bicycle: The best way to discover hidden spots and support small local businesses.
- Ask at reception about bike hire, recommended routes, or bus lines to points of interest.
- If hiring a car: Share journeys with family or friends and prioritise hybrid or electric models where available.
- Avoid travelling through protected areas off marked trails: to prevent damaging sensitive habitats.

During your stay at the hotel

Your behaviour in the hotel has a direct effect on energy use, water consumption, and waste generation.

- Use air conditioning/heating responsibly: Adjust the thermostat only when needed, and turn off air conditioning/heating if opening doors or windows, or when leaving the room.
- Switch off the tap while brushing your teeth and take shorter showers: In the Canary Islands, water is a precious resource.
- Ask about recycling rules: Rules vary in each location and may be confusing when abroad. Ask hotel staff what you can recycle and how.
- Avoid food waste: Only take what you will eat, and try local, seasonal dishes and products from nearby producers.
- Save energy: Unplug chargers and electrical devices when not in use, and use lights wisely, avoiding unnecessary illumination.

Local community support

Tourism can be a positive force when it strengthens the local economy and respects cultural identity.

- Support local businesses: Choose to dine and shop in local establishments.
- Discover culture and surroundings: You will get more out of your visit if you take time to explore local sites, traditions, and activities.
- Protect children: If you suspect that a child is being exploited or abused, report it immediately to the authorities (telephone number: 091). If unsure how to act safely, speak with hotel staff or your travel agency.
- Support local initiatives: To leave a positive footprint during your trip, consider getting involved in social or environmental initiatives that benefit the community. Hotel staff can advise you on active programmes in the area.

Privacy and use of images

Photography and filming can be a wonderful way to remember your trip, but they must be done respectfully.

- Ask permission before photographing or filming someone: If they say no, respect their decision.
- Be especially careful with children: Only parents or legal guardians may grant permission.
- If someone asks you to delete an image: Do so without objection, and explain to family or friends the importance of respecting privacy.
- Before posting on social media: Consider the context and the potential impact of the image on the person depicted.

Biodiversity protection and animal welfare

The Canary Islands are home to fragile ecosystems and highly valuable marine and terrestrial wildlife.

- Do not feed animals (wild or domestic): Human food can be harmful and alter natural behaviour.
- Keep your distance and do not touch wildlife: During aquatic activities, follow the guidance of certified guides and operators.
- Care for ecosystems: Dispose of waste correctly, respect protection rules in sensitive areas (dunes, reefs, forests). Do not take natural souvenirs (shells, stones, plants), and do not leave litter behind.
- Avoid attractions or activities that use animals for shows or forced interaction: Choose operators that prioritise animal welfare and conservation.
- Choose environmentally friendly activities: Avoid excursions that rely on intensive use of motor vehicles in natural spaces or polluting boats, as they damage vegetation, soil, and water quality.

Responsible shopping and souvenirs

When buying souvenirs, avoid harming local conservation or supporting illegal activities.

- Do not buy products made from protected species: (coral, animal parts, skins).
- Favour local crafts with clear traceability: Ask about their origin and production process.
- Avoid items made from unsustainably sourced materials.

Rules, safety and compliance with legislation

Respecting local rules and protection measures is essential for your safety and for preserving the environment.

- Respect signage in beaches, natural parks, and trails: Do not enter prohibited areas.
- Follow safety advice for aquatic and mountain activities: Hire authorised guides when necessary.
- Comply with local laws related to waste, wildlife, and protected areas.

Contact and resources

If you need assistance, have questions about good practices, or would like information on local projects, please contact us directly at: compromisosostenible@seaside-collection.es. We will be pleased to help you with up-to-date information on routes, recommended operators, and partner organisations.

Thank you for travelling responsibly and for supporting Seaside Collection in its commitment to sustainability in Gran Canaria and Lanzarote.