



Responsible Tourist Guide

Introduction

At GF Hoteles, we promote a more respectful, conscious way of travelling that is aligned with the sustainability of the destination. Visitors' behaviour has a direct impact on biodiversity conservation, heritage protection, the quality of life of the local community and the authenticity of the tourism experience.

This guide brings together simple and clear guidelines to support guests during their stay. Its purpose is to inform, raise awareness and encourage responsible decisions regarding local culture, natural spaces, heritage, coexistence, recycling, child protection and the responsible use of resources.

The daily application of these recommendations contributes to more positive tourism for the destination and is aligned with GF Hoteles' commitment to GSTC principles.

Principles that inspire this guide

Respect for local culture | Conservation of biodiversity and landscapes | Heritage protection |
Positive coexistence with the community | Prevention and responsible behaviour



1. Respect local culture and traditions

Local culture and coexistence

We encourage you to discover the culture, history and customs of the destination with an attitude of respect and curiosity.

- Respect local traditions, celebrations, cultural expressions and coexistence rules.
- Maintain appropriate behaviour in public, religious, historical or cultural spaces.
- Always follow the instructions of the staff at the places you visit.
- Avoid actions that may be invasive, disrespectful or disturbing to the local population.
- Ask permission before photographing people, especially in cultural, traditional or private contexts.

Valuing local culture also means consuming consciously: choosing local products, gastronomy and experiences linked to the territory helps keep traditions alive and generates benefits for the community.



2 • Protect cultural, historical and archaeological heritage

Heritage and responsible visits

Cultural and historical assets are part of the destination's identity and must be protected.

- Do not touch, alter or climb on heritage elements, archaeological remains, sculptures or protected structures.
- Do not remove objects, fragments or materials from the site.
- Respect marked routes, restricted areas and specific visiting rules.
- Avoid leaving waste or carrying out actions that may damage the environment.
- Maintain an appropriate tone of voice and attitude according to the value of the site.

Every responsible visit helps preserve these spaces for future generations.



3. Protect nature and biodiversity

Biodiversity and natural areas

The natural environment of the destination is home to ecosystems, species and landscapes of great value

- Do not feed, chase, touch or disturb wildlife.
- Keep a safe distance from animals and natural habitats.
- Do not collect flowers, plants, rocks, sand, shells or other natural elements.
- Stay on designated trails, walkways and authorised areas.
- Respect all environmental signage and the specific rules of each natural area.
- Avoid loud noises, loud music or behaviour that disturbs the peace of the environment.

These guidelines help protect habitats, species and landscapes throughout the guest's stay.



4. Specific rules for visits to natural areas

Site-specific conduct

In beaches, trails, protected spaces, viewpoints, volcanic areas or ecologically valuable sites:

- Use only authorised access points and designated routes.
- Do not leave marked paths.
- Do not leave any type of waste behind.
- Do not light fires or throw cigarette butts.
- Avoid moving stones, stacking natural elements or altering the environment.
- Respect temporary closures, barriers or access restrictions.
- If you observe wildlife, enjoy it without interfering with its behaviour.

In protected areas, removing sand, stones, shells or other natural materials may be prohibited. It may also be illegal to purchase souvenirs made from protected species or materials extracted from the marine environment.



5 Do not buy wildlife-derived products or illegal souvenirs

Responsible shopping

We ask that you avoid purchasing products whose origin may contribute to the deterioration of species or ecosystems.

- Corals, black coral, shells, starfish or other elements extracted from the sea.
- Objects made from animal parts or protected species.
- Products of doubtful origin or without clear traceability.
- Souvenirs made from natural materials collected in protected areas.

As an alternative, prioritise authentic local crafts, legally produced products and items of known origin that benefit entrepreneurs and communities in the destination.



6 Responsible relationship with the local community

Community and coexistence

The destination is a place where residents live, not just a place visited by tourists.

- Treat people with courtesy, respect and cultural sensitivity.
- Avoid noise, uncivil behaviour or attitudes that disrupt coexistence.
- Respect schedules, customs and rules in public spaces.
- Support local businesses, local gastronomy and nearby services.
- Value the work of producers, artisans, guides and small local businesses.

Responsible tourism creates a more positive relationship between visitors and the host community.



7. Child protection

Privacy and prevention

GF Hoteles is firmly committed to child protection.

- Always respect the privacy and dignity of children and adolescents.
- Do not photograph or record minors without the express consent of their parents or legal guardians.
- Avoid any inappropriate or invasive interaction.
- If you observe any situation that causes concern or suspicion, report it immediately to hotel staff.

Child protection is a shared and priority responsibility. You can consult our policies on our website and web app.



8. Responsible use of personal care products

Responsible personal care

We recommend using environmentally friendly personal care products, especially during activities at the beach, pool or in nature.

- Choose sunscreens and cosmetics with lower environmental impact.
- Prioritise products formulated to reduce harm to marine and natural ecosystems.
- Avoid disposing of packaging, wipes or other waste outside designated bins.
- Use only the necessary amount of product.

Small individual decisions help reduce pressure on marine and terrestrial environments.

A photograph of four children standing in front of three large, colorful recycling bins (yellow, green, and blue) that have illustrations of various waste items on them. The children are looking at the bins and pointing at them. The image has a green tint.

9. Reduce, reuse and recycle correctly

Recycling and waste

Proper waste separation is key to minimising the environmental impact of your stay.

- Reduce unnecessary waste and avoid single-use products whenever possible.
- Reuse bottles, bags and other items during your stay.
- Dispose of each type of waste in the appropriate container.
- Ask hotel staff if you have any doubts about waste separation.

General recycling guidance

- Lightweight packaging: plastic bottles and containers, cans and cartons.
- Paper and cardboard: brochures, boxes, clean paper and folded cardboard.
- Glass: empty glass bottles and jars.
- General waste: non-recyclable waste.
- Special waste: batteries, light bulbs, electrical appliances, aerosols or products requiring specific disposal; hand them to staff if you need assistance.

It is important not to leave waste on beaches, in natural spaces, common areas or public roads.

A close-up photograph of water dripping from a faucet, with a green tint overlaying the entire image. The water is captured in mid-air, creating a series of droplets and a thin stream. The background is blurred, showing what appears to be a sink or countertop.

10. Responsible water and energy consumption

Efficient use of resources

Efficient use of natural resources is part of responsible tourism.

- Turn off lights, air conditioning and electrical equipment when not needed.
- Moderate water consumption in showers and taps.
- Request towel or bed linen changes only, when necessary, if the hotel offers this system.
- Keep doors and windows closed when air conditioning is running.

Every action helps reduce resource consumption and the environmental footprint of the accommodation.



11. More sustainable mobility

Responsible mobility

PTo reduce emissions and congestion at the destination:

- Whenever possible, travel on foot, by public transport, bicycle or shared transport.
- Respect pedestrian areas, bike lanes and shared spaces.
- Ask about sustainable mobility options recommended by the hotel.

12. Authentic and responsible experiences

Guest experience

We invite you to discover the destination respectfully, prioritising:

- Guided and well-interpreted cultural visits.
- Local gastronomy.
- Authentic handicrafts.
- Activities that respect the natural environment.
- Experiences that generate value for the local community.

When visitors choose responsible experiences, they help preserve the identity of the destination and distribute tourism benefits more fairly.

Our commitment, your collaboration

At GF Hoteles, we work to integrate sustainability into the guest experience and into our relationship with the environment, local culture and the community. Guest participation is essential to conserve biodiversity and landscapes, respect cultural and historical heritage, protect children and promote positive coexistence with the local population.

Thank you for travelling responsibly

Together we can protect this destination for future generations

 **BeGreen** *Life*

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