The staff of **BE LIVE ADULTS ONLY TENERIFE\*\*\*\* gives you the warmest welcome and wish you a happy stay with us**. Here you will find useful and practical information related to our installations and the services we offer. In case you need more information or help, we will be happy to assis you at the Reception. The identification card called “Passport” that has been given to you at the reception desk acredits you as a hotel guest. Please carry it with you at all times within the hotel installations. Please deposit all your personal ,valuable belongings in your room safe. The Hotel will not be responsable for any los sor theft or loss. To make use of the safety deposit box please contact Reception.

In case you do not wish to be disturbed , please hang outside the room door the ´Do not Disturb sign’ . It is not allowed to hang any clothes over the balcony, please make use of the washing hangers.

If you see any annomalies or defects, we ask you kindly to let us know in order to offer you a more enjoyable stay amongst us.

Respect the areas where the rooms are throughout night hours and siesta time and generally avoid making unnecessary noise.

Respect towards other guests , avoid entering the restaurant in swimming atire or beach clothing, **take note of** norms advised as a dress code in the halls and bars of the  **Hotel.**

It is not permited to take any drinks or food out of the Hotel restaurants .

We kindly request **NOT** to reserve pool sunbeds with towels, clothes or any other items.

To avoid accidents, we kindly request not to use glasses or any other glass objects in the pool area.

We ask for your cooperation to leave your room before 12:00 on your departure day. On your departure , do not forget to pay any pending bills and hand in your room key at the reception desk.

The Air conditioning in your room works with the Windows closed only.

We kindly ask for your participation on any In house Drill practice or evacuation during your stay at the hotel.

***INSTALATIONS***

*ELECTRICITY: The Electricity Installation in your room is of*  220 volts.

AIR CONDITIONING:Your room has Air conditioning.

VERY IMPORTANT: The water is a valuable good for the island. We kindly ask you to use it with care and not waste it. We ask for your colaboration with the Enviroment. If you hang your towels in the washing hanger we understand that you will re use them.

**RECYCLING: Following our sustainable commitment to our environment, we invite you to contribute to recycling by using the designated containers in the common areas. In addition, at the reception we have collection of batteries and medicines.**

***SERVICES***

*MEAL TIMES*

*Breakfast:* ***07:30 am – 10:00 am*** *Lunch:* ***1:00 pm – 3:00 pm – Dinner buffet****:* ***6:45 pm – 9:45 pm***

*MINIBAR (additional charges): Your room has a Minibar. To make any orders of drinks , please contact Reception*.

SAFE: 3€ day.

*WIFI:* **free.**

*EARLY BREAKFAST/CHANGES FROM DINNER TO LUNCH: They must be requested before 9 pm the day before in Reception.*

*POOL TOWELS 🡺 1 TOWEL PER STAY AND PER PERSON: Pool towels are available In the Reception*, with a deposit of 10€/ per towel, this will be refunded once returned. Any towel changes will be done in the Reception with 1,00€ per towel. The towels are for exclusive use of our establishment. We kindly ask not to be taken to the beach. In case of loss we will be forced to charge 10€ per towel.

*HOUSEKEEPER:* **Your room is cleaned between** 08:00 am & 3:00 pm. If you wish to have your room cleaned from 3:30 pm or at any other specific time, we kindly ask to contact Reception.

*LAUNDRY/ DRY CLEANING:* **PLease make use of the form available in your wardrobe and hand it to the housekeeper**.

*DOCTOR*: In case you need a doctor please contact Reception.

*PHARMACY:* **If you Require pharmaceutical products**, Reception will advise of the nearest pharmacy and the times.

*ENTERTAINMENT:You will find all the information of the day and nighttime activities in the notice boards*.

*CAR HIRE:* **IN the Reception área you will find an authorized agent desk**.

*LOST ITEMS:* **FOr any information on lost ítems in our premises please contact Reception.**

*GYM AND MASSAGES ( -2ª Floor):* **Times**: 8.00 am to 8pm . Free access to the Gym for our clients. Prices for Massages or any extras, please contact the Gym.

**ALL INCLUSIVE PROGRAMME**

We now introduce our **“All Inclusive Programme”** with all the services you can enjoy during your stay as follows. We take the opportunity to remind you that the bands given by Reception must be worn at all times to identify you immediately and offer you a quicker and more efficient service.

**Pool Bar 10:00 – 6:00 PM**

*LATE BREAKFAST 10:00 AM – 1:00 PM • SNACK BUFFET 4:00 PM – 6:00 PM*

* To ensure all customers can Benefit from the use of our sunbeds, we please ask you not to reserve them. If we find this note has been on your sunbed for **30 minutes** or more, we will remove your towels and personal items. These you can collect from the lifeguard area. (The hotel accepts no liability for the lost towels or personal items)

**Lobby Bar 18:00 – 23:59** *•* **(All Inclusive ends at 11:00 pm)**

**ENTERTAIMENT**

Pool games, day and and night entertainment and shows. **See programme**.

**NOT INCLUDED:** MINIBAR, SAFE, ROOM SERVICE, TELEPHONE, LAUNDRY AND GAME MACHINES

**MEAL TIMES**

Breakfast: **07:30 am – 10:00 am** Lunch: **1:00 pm – 3:00 pm – Dinner buffet**: **6:45 pm – 9:45 pm**

 **SUSTAINABILITY PROGRAM**

At hotel Be Live Adults Only Tenerife we have assumed a compromise with our environment. We have taken preventative actions to allow us to grow in a balanced and respectful manner within our local community. These actions extend in terms of our Environment, culture and economic growth with the finality that our destination remains as intact as posible throughout the years so that future generations can continue enjoying the environment in the same way we do.

**Our effort has led us to obtain the certification according to the EN UNE ISO 14001 Standard, which we have held since the end of 2014, as well as the EN UNE 9001 at the end of 2018 and we are currently working every day to maintain both quality seals .**

Finally, note that in 2016 we obtained the Travelife seal, which not only focuses on the environment, but also goes beyond introducing variables such as the contribution to the economic development of the local community of Tenerife; the care for the flora and fauna of our island; the care of our employees and our customers; social actions and respect for human rights.



From Be Live Adults Only Tenerife we are committed to Sustainability and Quality. You can see all our documentation and actions that we carry out in the following QR code:

