



Iberostar Bouganville Playa

A family hotel just 20 metres from the beach

In the middle of San Eugenio's seafront promenade, 20 metres from Playa del Bobo beach, next to the Colón marina (making excursions effortless) and very close to a golf course... that's how well located Iberostar Bouganville is. A family hotel where the little ones will enjoy our brand new aqua fun area and entertaining Star Camp activity programme. Coming without children? Our Star Prestige area has exclusive services, exceptional rooms, 3 sun terraces with whirlpool baths and a water area. There's no reason to miss out on the 300 days of sun per year in Costa Adeje!



Superb seafront location

Exclusive Star Prestige areas and services

New Aqua Fun and Star Camp children's entertainment programme

Spectacular ocean views from the sun terrace



Restrictions and New Protocols Iberostar Bouganville Playa

Iberostar has been working on **hygiene, security and health** for its different destinations and on its promise to **take care of the customer, collaborators, suppliers, commercial partners and also the environment.**

For **over 60 years we have been operating with the highest standards**, and now in times of COVID we are **enriching and strengthening our procedures and protocols** with a holistic view, scientific rigour and without taking a step back in **caring for the ecosystem.** Now more than ever, we need responsible tourism that cares for people, the environment and is committed to creating healthy environments. We want to look after everything to protect our employees and our customers.

And we do this a unique way, **following the science** to ensure health safety without giving up our **commitment to circularity policies** as part of the **Wave of Change** movement to protect the environment and oceans. We have incorporated a **Medical Advisory Board**, made up of biologists and doctors specialised in public health in the tourism industry. **The experts who form the new team are Sebastian Crespi Rotger**, founder and CEO of the Biolinea Internacional consulting, and **Dr Javier Perez Fernandez**, specialist in intensive care and Medical Director in the best hospitals in Miami (USA). Following their recommendations and the ones from the public authorities and sanitary institutions, we have developed **measures to safeguard our employees and guarantee the customers' experience**, implementing new procedures in restaurants, and during check-in, using masks made of recycled material and implementing measures which favour frequent hand washing to minimise the use of gloves.

All these measures comply rigorously with the **Iberostar Group's circularity policies, which promote a more resilient ecosystem** that is free of single-use plastic and where only products that minimise environmental impact are used. The new disinfection and sanitation protocols against COVID-19 have been **verified by SGS**, the global leader in inspection, verification, analysis and certification.

The goal is to make our customers feel **safer than ever**, to help them leave their matters aside and make them feel **as good as always.**

[More info](#)





FACILITIES AND SERVICES	RESTRICTIONS AND NEW PROTOCOLS
BARS AND RESTAURANTS We may organise different breakfast, lunch and dinner sittings to avoid congestion.	
Buffet	This restaurant will serve two sittings. Table spacing.
BBQ	This service is not available.
Lobby Bar	There is currently no service at the bar. Table spacing.
Pool Bar	No selfservice. Spaced service at the bar. Table spacing.
Show Bar	Closed. Show, at Lobby Bar.
Lanzarote Bar	This service is not available.
STAR PRESTIGE	
Star Prestige Room	Limited capacity. Table spacing. Individual snacks. With preventive measures that follow POST COVID-19 protocols.
Open Bar	Limited capacity. Table spacing.
ROOMS	
Housekeeping	POST COVID-19 cleaning protocols are carried out.
SPA SENSATIONS	
Treatments	With preventive measures that follow POST COVID-19 protocols.
Fitness Centre	With preventive measures that follow POST COVID-19 protocols. Limited capacity. With prior reservation
RECEPTION	
Check - in / Check - out, Concierge	You must check in online before arriving at the hotel. Guest distancing. With preventive measures that follow POST COVID-19 protocols. Check in at 15:00. Check out at 11:00

Luggage service	POST COVID-19 protocols are carried out.
POOLS	
Swimming pool	Available. With preventive measures that follow POST COVID-19 protocols. Limited capacity.
Sun terrace	POST COVID-19 cleaning protocols are carried out. Sun lounge distancing. Limited capacity.
ENTERTAINMENT	
Star Camp, Activities, Show	Suitable activities for limited numbers using personal equipment. Table spacing. Disinfection of shared equipment. Show, at Lobby Bar.
EVENTS	
Meeting Rooms	With preventive measures that follow POST COVID-19 protocols. Limited capacity.

In line with state regulations, masks must be worn at buffets and in common areas.

We always recommend checking the legal restrictions of the country of destination before travelling.

THE FOUR DRIVING FORCES HOW WE CARE VALUES

 <p>SAFE ENVIRONMENT Your safest holidays</p>	 <p>STANDARDS OF HYGIENE Clean Space, Safe Space</p>	 <p>SOCIAL DISTANCING Stay apart, remain united</p>	 <p>SMARTEST INNOVATION Leading innovative luxury</p>
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Safe environment

Authentic leadership to ensure that employees, customers, communities and the ecosystem are protected.

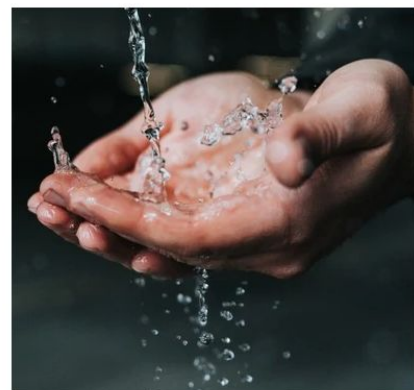


- **External certifications such as** Earth Check or Crystal International Standards, among others and the verification of protocols by SGS (world leader in inspection, analysis and certifications) reinforce the company's commitment to health.
- Faithful compliance with the **WHO recommendations and local laws**.
- Safe access with **health checks** for suppliers and employees.
- **24/7 centralised medical service** with ambulance available and safety/isolation rooms within the hotel itself.
- **Check** of all goods and products that arrive at hotels, favouring **local and sustainable provenance**.
- **Food from known, local and sustainable origins**, with the unique focus of our **Honest Food** philosophy and with the assurance of controlled traceability.
- **Specialised personnel, trained and equipped** with hygiene and protection measures.

Standards of Hygiene

We are reinforcing and demonstrating our preparation in terms of cleaning, hygiene and disinfection, keeping all the spaces of the hotel free of worry.

- **Advice from virology experts** to adapt our protocols to the new situation, increasing the frequency of disinfection of all spaces (before and multiple times a day) and establishing an always-on cleaning process.
- **New cleaning measures and protocols** with certified and sustainable products and natural-based systems that ensure sterilisation with a **minimum impact** on the water system and waste disposal in line with our circularity policies.
- **Specific protocol to disinfect rooms**, cleaning of textiles in washrooms and employee access to rooms.
- Excellent and safe **buffet**, with a single touch point, individual presentation of the gastronomic offer and making use of the process to minimise food waste.



Social distancing

We are enhancing the use of open and outdoor spaces, including it as a safety measure, but also as a real luxury that we will enjoy these holidays.

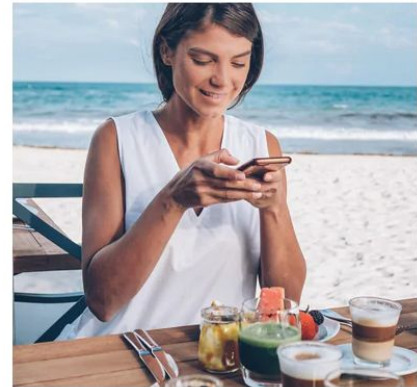


- **Large natural spaces** in the resort bring you close to nature and protect employees and customers. **Signage indicating the flow of people** is now being added.
- **Hotel occupancy at a maximum of 70% capacity** to reinforce security and other measures, such as spacing between loungers and other furniture.
- **Fewer tables** in à la carte restaurants and increased space in our buffets, taking advantage of outdoor areas and creating new outdoor dining experiences.
- **Eco-2-Go Star Café:** increase of take away options using compostable or reusable packaging to ensure circularity.
- **Room service** to enjoy the best of our gastronomy in a more intimate environment.
- **Entertainment.** Entertainment. Experiences, workshops, activities and live music shows outdoors (or indoors with capacity limit).
- **Family activities** in smaller groups and with prior reservation.

Smartest innovation

We are promoting innovation at the service of information and communication, to be as close as ever without contact.

- **Digital pre-check-in** and online check out: safer and more recommended, but also more agile and comfortable.
- We are reinforcing our **paperless philosophy**: the use of paper decreases in restaurants and rooms, with information available in digital media: App, Totems, QR Code
- **Touchless experience with the App or via the 24-hour e-concierge** to access all our services in just one click: book a table for dinner, check the menu or search for leisure activities among others.
- **Star Camp:** through the figure of the "medic superhero", we will explain to children how they have to interact and play together, with adapted procedures to the new situation, games with safe distances, etc.



Latest update: August 25th, 2020
[Check up-to-date information here](#)
 or email our team at
contactcenter@iberostar.com

Iberostar reserves the right to update this information, to ensure your safety and comply with current legislation.