

Dear Guest,

Through this document, we inform you that we have received your communication regarding your food allergies or dietary preferences.

In this regard, we inform you that the hotel establishment complies with the current regulations concerning the organizational, hygiene and health, and consumer information measures required to ensure food safety and to provide accurate information about the presence of allergens in the food it prepares and/or serves.

The establishment maintains documented procedures aimed at identifying allergenic ingredients, providing consumers with the mandatory information, implementing preventive measures to avoid cross-contamination, and training staff.

However, due to the food preparation processes, we inform you that the hotel establishment cannot guarantee the absolute absence of traces or accidental cross-contamination by allergens, particularly in circumstances arising from unforeseeable or technically unavoidable situations.

Consequently, the information provided by the establishment is intended to enable consumers to make an informed decision about consuming the food offered, without implying an absolute guarantee that all allergens other than those declared as ingredients are completely absent.

Despite any information provided previously, **it is the responsibility of the consumer, or anyone acting on their behalf, to expressly inform the establishment, before placing each order, of the existence of any food allergy or intolerance**, as well as providing all necessary information regarding its severity. This allows the establishment to assess whether the requested food can be prepared safely and under appropriate conditions. Guests must inform our staff of their food allergy or intolerance each time they order food at any of the hotel's dining outlets, so that our team can provide the appropriate advice and assistance.

The hotel establishment reserves the right not to prepare or serve the requested food, informing the consumer clearly and before service, in accordance with the principle of protecting public health and food safety.

The establishment's liability shall be limited to the diligent fulfilment of the legal obligations regarding information, hygiene, traceability, self-monitoring, and prevention established by the applicable regulations, and it shall not be held liable for adverse reactions resulting from negligence or wilful misconduct on the part of the consumer.

Information on data protection. The data controller is **GF NOELIA**, with its registered address at **C/Hermanos Fernández Perdigón 9, Puerto de la Cruz**, and the contact details of the Data Protection Officer are dpd@grupofedola.com. The data provided in this form, including information relating to allergies, intolerances, or dietary restrictions, will be processed for the purpose of properly managing the provision of accommodation, catering, and food safety services during the stay. The legal basis for processing is the performance of the contractual relationship and, with regard to health data, the explicit consent given by signing this form. The data will only be accessible to internal staff who need to know it in order to provide the service (public relations, reception, kitchen, and catering staff) and will not be disclosed to third parties except where legally required or strictly necessary for the provision of the service through providers acting under a data processing agreement. The data will be retained for the duration of the stay and subsequently restricted for the periods necessary to address any potential legal liabilities, after which they will be securely deleted. Guests may exercise their rights of access, rectification, erasure, objection, restriction of processing, and data portability, as well as withdraw their consent, by contacting protecciondatos@grupofedola.com, without prejudice to their right to lodge a complaint with the Spanish Data Protection Agency. Withdrawal of consent will not affect the lawfulness of processing carried out prior to its withdrawal, although it may prevent the hotel from properly managing the reported dietary requirement.