

Update from Club La Santa by Kaylee Bonja, Chair ITSO (UK)

Visit to resort 1st-7th July

Level of Emergency

The Canaries have 4 levels of emergency. Level 4 was the 'estado de alarma' 'state of emergency' and meant a total lockdown where people were not allowed out of their homes without a good reason. This was heavily policed with vehicles circulating the island with megaphones telling people to stay indoors. On the spot fines were issued to people outside of their homes without good reason. The level of alarm is reviewed weekly.

The position now: Tenerife is level 3. Fuertaventura is level 2. The remaining 5 islands, which includes Lanzarote, are level 1. Tenerife is skewing the figures for the Canaries as a whole and there is a degree of anger about this as the Canary Islands as a group has not been moved to the UK Green List for travel. (Last week Lanzarote was Level 2)

Similar to the UK, the levels affect the number of people outside a bubble permitted to meet; and where face masks are compulsory (from 24th June it is no longer mandatory to wear a face mask outdoors. The exception is outdoors in a crowded place – where a distance of 1.5m cannot be maintained)

Where masks are mandatory the rule applies to everyone **over the age of 6**. Medically exempt people must show a letter from their GP – a lanyard is not sufficient.

Preparation for Arrival

Hopefully this will become clearer. When we travelled the rules were changing for Brits as Angela Merkel has applied pressure to EU countries. Following the various government websites – UK, Spanish, and Canarian, proved to be confusing. **Kathryn's (Sports Tours) advice was the best – clear and concise.** However, the rules changed the day after our travel. I'm sure that Kathryn will have updated her information to TSOs. The rules for entry to the UK are set to change on 19th July, and the rules for Brits to enter Spain could change at any time. **Kathryn is sending accommodation and travel vouchers very close to the date of travel. This helps to ensure that the travel advice she is providing is current.**

Club La Santa

- Occupancy has reached over 1000 people this week for the first time since re-opening. Level 1 means that hotels, etc., can now accept up to 75% of their permitted occupancy.
- Two flights from Denmark per week. Guests are mainly Danes, there are more Spanish than usual, French, Italian, and very few from UK. Spain has been heavily, and successfully, promoting the Canary Islands as a tourist destination to its people. The number of flights from Spanish cities, other than the usual Madrid flights, was very evident on the departures board at the airport.
- TSO occupancy – 18 apartments, 46 guests
- Airport transfers: we are used to coaches or taxis. CLS seem to have adopted a different approach. I have noticed the use of smaller buses (slightly larger than a minibus) instead of a heavy reliance of taxis. This is better for the non-Danish guests.

- Supermarket was closing between 13:00-17:00, except Fridays. Full opening hours 08:00-20:00 resumed on Monday 5th July.
- Shops around the square are open as normal. Although the hairdressers is open by appointment only.
- Kim has resumed his chemotherapy and Karsten has advised that he continues to work from home. Therefore, the ITSO office is closed. A number is provided in the window for people to What's App call if they have an urgent query. Otherwise, Kim continues to be contactable via e-mail. Weekly TSO meetings are suspended until further notice and the Members' Lounge remains closed until the need for wearing masks indoors is removed.
- Playtime is closed but an alternative is in place. The age group has been split so that there are 2 one and a half hour sessions daily. The activities take place outside, usually the beach area.
- The Green Team Show resumed a week ago so this last Monday was the second show. There are some new acts. Events in the square need to be booked. The children and guest show has not been re-scheduled. The Sports Bar remains closed.
- ITSO cards are issued on check-in. They appear to be working well. In order to be used as a charge card around the resort a credit card must be shown at reception. A block is placed on the card as a guarantee of payment- a standard hotel practice. The charge card facility is not possible in the Pool Bar. Discount is given but payment must be made at the end of the meal by cash, credit/debit card.
- The new 'La Rambla' is very nice. The small trampoline park is enjoyed by all ages. However, it is clear that a huge space has been created for a new building – Reception and administration.
- Tower 57 is complete. I was permitted to view inside 257B which was unoccupied. It looks great. I have some photos.
- The stadium looks good. The TRX bars are properly spaced; the Bar Park has equipment next to it. The new CrossFit location is better and is well used.
- The South Pools are closed and there is drilling and work going on daily. The area is sectioned off so that the entrances to the South Hall and the Volcano have temporarily moved. The toilets and lockers are accessible.
- The Pool Bar toilets have been completely renovated and are a huge improvement on the old style. I have a photo of the Ladies toilets.
- There has been an increase in the number of points available in the Sports Booking App. I am not convinced that this is a good thing because people can now book more activities and more days in advance. There were waiting lists for most of the classes I booked although I quickly moved up the waiting list for all of them and secured a place.
- Padel courts – even with the addition of a 6th Padel Court they are all always in use. There is generally availability on the tennis courts.
- Because of the limit on the number of people in the square and Denmark and England played each other on Wednesday evening the match was screened on the Lawn.
- Cleaning has been increased around the resort, and the cleaning staff will not enter your apartment to clean if you are present. They will ask you if you would like them to come back later or they will clean if you remain on the terrace.
- Classes: reduced numbers in classes. All must be booked – even those with zero points. Any equipment used must be sanitised after use. For example, I did a TRX class and was given a spray to clean the handles and straps at the end of the class before they were put away. Exercise mats can only be issued by Sports Booking and you are encouraged to keep the same mat for the duration of your stay.

- Atlantico Restaurant- the various board options are still available but you are asked to book a time slot so that the numbers are more evenly spread. This is working well and would be good if this system continues post-COVID to avoid congestion and a lack of tables. It is a popular option with Danes. Children under 5 eat free, children under 15 pay half price. If booked directly with CLS then TSOs receive a 15% discount. If booked via Sports Booking then the discount is only 10%. This is a silly anomaly that the International Board will address.
- Wellness Centre: only 4 people are allowed in the spa per session. The sessions are 1.5 hours and cost €18. TSOs are entitled to the usual discount but the morning session attracts a 25% discount. Only 1 person at a time in the steam room and sauna – unless you are from the same apartment/bubble. 2 towels are issued, 1 must be taken in the sauna and steam room for sitting on. Tip: There is an offer on the CLS website of a free session in the Wellness Centre if you sign up to the CLS newsletter. Signing up to the newsletter also gives you a free pass on your birthday for use on your next stay.
- Antigen/PCR test certificates or proof of double vaccination were checked by reception staff on check-in.

Preparation for return to UK

There is an onsite provision for testing – antigen and PCR. At present the UK minimum requirement is the antigen test for everyone **aged 11 and over**. The costs are €30 and €120 respectively.

The booking is done online. The Medical Centre is open 16:00-20:00 for testing.

A certificate is issued immediately after the test and an e-mail confirmation follows.

The passenger locator form is also filled in online. Along with other details you must provide proof that you have ordered the day 2 and day 8 PCR kits. Each kit has a unique reference number. You will not be allowed to travel without this. The price for these varies enormously. TUI offer them to its customers for as little as £20 but I have seen them up to £200! They must be provided by an approved supplier. The list can be found via a link on the gov.uk website. Ryanair are offering a discount with Randox. Code - **FLYRYANAIR**

The kits must be purchased for everyone **aged 6 and over**.

The testing alone added over £700 to the cost of our holiday. 3 adults (1 double vaccinated, 2 single vaccinated), and 3 children – aged 9, 4, and <2). This will be one good reason why there are currently not many Brits at the resort!

Kaylee Bonja

Updated 08/07/21

PLEASE NOTE THE TRAVEL REQUIREMENTS MENTIONED ABOVE WERE CURRENT ON THE DATES OF TRAVEL (1ST AND 8TH JULY 2021). THESE COULD CHANGE WITH VERY LITTLE NOTICE. IF YOU ARE UNSURE OF THE RESTRICTIONS THEN PLEASE CHECK THE INFORMATION PROVIDED TO YOU BY KATHRYN (SPORTS TOURS), AND THE RELEVANT COUNTRIES GOVERNMENT WEBSITES. FOR TRAVELLERS FROM THE UK TO LANZAROTE THIS MEANS CHECKING THE RULES APPLICABLE TO THE UK, SPAIN, AND THE CANARY ISLANDS.