

ACCESS AND STAY CONDITIONS

Discover us

Located in the Anaga Rural Park, in the village of El Bailadero, the Montes de Anaga Hostel looks out over the two slopes of the Macizo de Anaga mountain range.

The hostel has 9 rooms, each with 2, 4 or 6 beds.

The facilities are wheelchair accessible and are designed to accommodate all types of visitors: hikers, organised groups, tourists, students, associations and nature-loving sports enthusiasts.

The building has heating, a living and dining room, a TV and Internet room, a utility room, a terrace with a barbecue, a kitchen, a laundry room and a storage room for materials and bicycles.

Those wishing to stay at the Montes de Anaga Hostel must accept the conditions of access and stay detailed below.

Beds available:

Montes de Anaga Hostel has 40 beds distributed across the following rooms:

Room	Beds		
Afur	2	WC	
Chamorga	4		
Chinamada	4		
Los Batanes	4		
Roque Bermejo	4		
Taborno	4		
Carbonera	6	WC	
Taganana	6		
Almáciga	6		
	40 beds		

PRICE LIST		Resident RRP
Non-resident RRP	Accommodation (per person/per night)	€20,00
	"Afur" Room (capacity 2 persons, interior bathroom)	€40,00
Resident RRP	Accommodation (per person/per night)	€15,10
	2 persons with an en-suite bathroom	€30,20
Group > 11 persons	Student card holders, Federated Mountain Club Members, Seniors 65 +	€14,10
Group > 23 persons	For groups of more than 23 persons	€13,10
Unoccupied bed fee	Minimum €30,00	€3,00

Current prices including I.G.I.C (General Indirect Tax in the Canary Islands)

Children who do not occupy a bed are not charged. A free cot service is available.

Booking

Bookings can be made by email at alberguedeanaga@idecogestion.net or through the web form. (<https://alberguestenerife.net/es/reservar/contacto-y-reservas>)

To book a bed, you must pay the full price. Payment must be made by credit card, debit card or bank transfer to account ES5221009169062200023436, stating the name, booking number and dates of stay in the payment reference.

Once the full booking amount has been paid, the guest will receive a booking confirmation by email, which must be presented at the hostel on arrival.

If the entire hostel is booked by one group, the timetables and conditions in these rules/contract may be varied by prior agreement with the hostel management.

We are listening. Contact us

Monday to Friday	8:00 - 15:00	alberguedeanaga@idecogestion.net	922 82 32 25
Friday	14:30 - 22:00		

Saturday	10:00 - 22:00		922 69 02 34
Sunday	10:00 - 12:00		

Information to include in the booking email

Please provide the following details:

- Full name
- Date of birth
- ID number (DNI)
- Arrival date
- Departure date
- Number of guests
- Whether or not you are a resident of the Canary Islands.
- Contact telephone number
- Email

Once we receive your email, we will contact you to confirm the booking and send you the booking receipt and health declaration ([Covid rules](#)), which you must hand in at the hostel on arrival — one form per guest staying.

Payment method without a prior booking

Guests who have not made a booking and arrive at the hostel may stay in the facilities provided that beds are available. In this case, guests must pay the full cost of the accommodation by credit or debit card. Cash is not accepted.

Refunds, cancellations and changes to bookings

Individual cancellations

If cancellation is requested at least 7 days before the day of arrival, you can choose to either be refunded 25% of the booking or to change your stay to another date, provided that this is possible subject to availability and occupancy.

If the cancellation is made between 72 and 48 hours before arrival, IDECO, S.A. does not undertake to refund the booking or offer alternative accommodation.

Group cancellations

If cancellation is requested at least 15 days before the day of arrival, you can choose to either be refunded 50% of the booking or to change your stay to another date, provided that this is possible subject to availability and occupancy.

If the cancellation is made less than one week and up to 72 hours before arrival, IDECO, S.A. does not undertake to refund the booking or offer alternative accommodation.

Check in/ Check out:

Check in: From 14:00 to 18:00

Check out: 12:00

Services other than accommodation

At present, there is no restaurant service at the hostel.

The kitchen may not be used. The facility only has a microwave for heating food. There is no fridge or freezer, and guests must bring their own cutlery.

The facility has vending machines for cold and hot drinks and other food products.

The hostel has a leisure room with a projector.

The hostel has bicycle storage for guests. The hostel is not responsible for any damage to, or theft of, equipment stored there.

The hostel has a first-aid kit, but it does not have medical staff or transport available.

Other complementary activities

The hostel reception can provide information about walking routes in Anaga Rural Park, as well as any tourist information relating to Anaga Rural Park and the island of Tenerife in general.

RULES OF CONDUCT

Guests at the hostel must behave respectfully towards staff and other guests and take responsibility for their own actions. The guest releases the owner and those in charge of the hostel from any liability arising from their actions.

Guests must follow the instructions given by the hostel staff and the instructions set out in this document. They must also comply at all times with any Covid regulations in force.

The minimum rules that guests at Montes de Anaga Hostel must respect are as follows:

- Silent hours are from 23:00 to 07:00. On Saturdays and the eve of public holidays, silent hours are from 00:00 to 08:00. Rest periods must be respected.
- Closure of the facilities: Montes de Anaga Hostel closes its doors at 23:00. After that time, no unauthorised person may enter, whether or not they are staying at the hostel or have a booking.
- Guests must always enter and leave through the doors designated for this purpose.
- All guests must observe the usual rules of courtesy and personal hygiene and must wear suitable clothing and footwear in communal areas.

- The consumption or sale of alcohol and tobacco is prohibited throughout the hostel premises, including the outdoor area.
- Pets and domestic animals are not allowed on the upper floor of the hostel.
- Food and drink may not be stored, prepared or consumed in the rooms.
- Room cleaning takes place from 10:30 to 13:00. Guests are asked to help hostel staff carry out their work.
- Meals are regarded as communal activities. The established service times must be respected for the benefit of everyone, the organisation of the hostel and good order within the establishment. At present, due to Covid, no meals are served.
- Guests wishing to have breakfast, lunch or dinner provided by the hostel must book this in advance. This service is currently unavailable during the Covid period.
- Furniture, mattresses and any other items belonging to the establishment must not be taken outside. Guests must respect the arrangement and layout of the furniture. Under no circumstances may this layout be changed without permission from management.
- Guests must behave appropriately in the hostel at all times and avoid disputes with other guests.
- In the event of any disturbance or disrespectful behaviour towards guests or hostel staff, the hostel reserves the right of admission. Where peaceful coexistence is disrupted as a result of a guest's antisocial conduct, hostel management may order their expulsion.

Showers/Toilets:

- Shower times for guests are from 08:00 to 10:30 and from 13:00 to 22:30.
- Hot water is limited. Guests are asked to use it moderately and to keep showers to a reasonable length so that everyone can have access to hot water.
- Guests are advised to wear shower shoes in the showers.
- Please inform the hostel staff if toilet paper, hand-drying facilities or soap need replacing, so that they can be replenished as soon as possible.

GUEST RIGHTS AT THE HOSTEL

- Use the facilities and services booked, provided the conditions set out in this document are respected.
- Receive objective, accurate and complete information about all conditions relating to the provision of services.

- Obtain any documents proving the terms of their booking and, in all cases, the corresponding receipts.
- Make complaints or claims, for which official complaint forms will be available.
- Exercise any other rights recognised under the applicable legislation in force.

GUEST OBLIGATIONS AT THE HOSTEL

- Respect the rules set out in this document and the instructions given by hostel management.
- Make proper use of the facilities, as well as their equipment and services.
- Inform the hostel staff of any faults, breakages or defects they may notice in the facilities.
- Respect the rights of other people, especially in communal areas and shared spaces.
- Behave appropriately on the premises, helping hostel staff carry out their work and supporting good relations with other guests at all times.
- Pay the required prices for using the hostel's services and facilities.
- Comply with any other obligations arising from the legislation in force or from these rules.

MEASURES TO BE TAKEN BY HOSTEL MANAGEMENT IN THE EVENT OF NON-COMPLIANCE WITH THE RULES OF CONDUCT AT MONTES DE ANAGA HOSTEL

In the event of behaviour by a guest that is contrary to the rules of conduct, particularly where it affects peaceful and harmonious coexistence at Montes de Anaga Hostel, the hostel managers may issue a warning or immediately expel from the premises the person or persons whose behaviour harms peaceful coexistence. They may also lose the right to access the hostel for a period to be determined by hostel management, depending on the seriousness of the incident.

1. The following, among others, shall be grounds for expulsion and/or a ban from the hostel:

- Intentional damage to, or negligent care and conservation of, the facilities, loaned materials, rooms or communal areas.
- Repeated disobedience of instructions given by hostel management.

- Persistently behaving in a way that is contrary to the proper running of services or to peaceful coexistence with other hostel guests.
- Failure to pay the required prices for using the hostel's services.
- Using the facilities, loaned materials or other hostel areas for purposes other than those for which they are specifically intended.

2. The people directly responsible for these actions shall be those who actually carry them out, whether by action or omission, except where they are minors or where there is any reason why they cannot be held responsible. In such cases, their parents, guardians or those with legal representation and/or custody shall be responsible.

3. The hostel management, or the person to whom it delegates this responsibility, shall be responsible for making immediate decisions when any guest breaches the rules of conduct. Any measures adopted shall be communicated immediately to the guests involved and to the managers of IDECO, S.A.

A written record must be kept of all actions taken as a result of guests breaching the rules of conduct, together with any evidence available to support the decision adopted, such as photographs, statements from other guests or a copy of the complaints form.

These rules, together with the Covid protocol, will be published for all guests in a visible place at reception and on the Montes de Anaga Hostel website.

Possibility of changing these conditions and the commercial offer

GESTIÓN INSULAR PARA EL DEPORTE, LA CULTURA Y EL OCIO, S.A.U. (IDECO, S.A.) may change at any time the conditions or offers published on its website, including prices, products, promotions, commercial and service conditions, as well as adapting the offer to Covid regulations.

The proposed changes will not affect bookings already made, except for any measures that need to be adopted because of changes to the applicable Covid-19 regulations.

Data Protection Policy

Data controller: The controller responsible for processing your personal data is: GESTION INSULAR PARA EL DEPORTE, LA CULTURA Y EL OCIO, S.A.U. (IDECO, S.A.) - Corporate Tax ID A38615191 and address for communication purposes at Calle Las Mercedes S/n, Pabellón De Deportes Santiago Martín, 38108 - La Laguna (Santa Cruz De Tenerife).

Purpose: The data will be used for administrative management, making and managing customer/guest bookings, and collecting payment for services.

Entitlement: GDPR, Article 6(1)(b): processing is necessary for the performance of a contract to which the data subject is party, or in order to take steps at the request of the data subject before entering into a contract; GDPR, Article 6(1)(c): processing is necessary for compliance with a legal obligation to which the controller is subject.

Recipients: Bodies and authorities required by law.

Rights: You may exercise your rights of access, rectification, erasure and objection, data portability and restriction of processing, the right not to be subject to automated decision-making, and the right to withdraw any consent given.

Further information: You can find additional, detailed information on data protection in the privacy policy published on the website.