



CLUB MAC CHILD PROTECTION POLICY

At Club MAC we aim to provide an environment where children are safe from abuse:

- **We ask our staff:**

• **To develop good practice in observation.**

Our employees are all aware that any suspect situation in which children would be involved should be immediately reported.

If one of our employees would detect or witness some kind of abuse such as a parent who would leave a baby or small child alone in the room or a parent who would grab violently a child or hit him, they know that the matter should to be immediately reported to their head of department who himself would report it to the Management.

• **To work closely with the TTOO**

For any small or larger case regarding the children protection, in case the suspected guests would have bought their package through a Tout Operator, the TTOO representatives would be immediately informed and a written report would be made and sent to their higher managers. Then, a daily control of the situation would be executed in cooperation with Club MAC Management.

• **Club MAC Guest Satisfaction team and Manager**

For any small case reported and no TTOO involved (Package bought directly through our website), our Guest Satisfaction Manager and her team would speak directly with the parents. The concerns and investigations would remain confidential.

• **To work closely with the Guardia Civil**

For any larger case, the **Guardia Civil** (Spanish police) would be called and then an investigation would be opened.

• **Recommendations and system in place at Club MAC**

Security: In our complex, we only have a main entrance and exit door. During all day, from 10am until 6Pm, we have a permanent patrol staff who stays near this door and make sure no small children leave the complex on their own.

Lost children: In case a parent informs our staff that he has lost his child, an announcement by microphone in all the complex is executed and our staff as well as our guests are looking for this minor. Most of the time, with this cooperation, the child is found within 5 minutes.

Reminder: In our newsletter, we take the opportunity to remind our guests not to leave at any time their children unsupervised inside as well as outside our complex.

