

The Canaries will not quarantine an entire hotel in the event of another coronavirus case

Tenerife has begun to mobilise its contingency plan, designed to mitigate the impact on the islands' image caused by the virus outbreak

The Canary Islands will not quarantine an entire hotel again, should another case of coronavirus occur. This was the statement made today the President of the Canary Islands' Government, Angel Víctor Torres, who specified that, following the experience of the hotel in Adeje, alternative measures would be taken that will not require the isolation of all guests and employees, rather only those affected and their closest contacts, along with all the necessary, but milder, prevention measures.

With his message, the head of the Canarian authorities sends out a message of calm reassurance to those tourists travelling to the Canary Islands, while at the same time reiterating that the decision to quarantine the hotel in which the six cases of coronavirus were detected was the correct one, taken in accordance with the protocols from the World Health Organisation, the Spanish Ministry of Health, and which has also been supported by the law - a measure that has contained the spread of coronavirus among the 1,000 hotel guests and employees to just those six cases.

The regional president recalled that all the cases of coronavirus detected in the Canary Islands are imported, adding that the protocols are updated every day and that the islands have all the capabilities necessary to respond to a global health concern like the coronavirus.

Communication campaign

Meanwhile, the Tenerife Tourism Board has started to roll out its communication campaign designed to help mitigate the consequences that the coronavirus outbreak may have caused to the island's image in its principal tourist markets. The plan is based on two aspects: communication with the tourism sector here in the destination and communication with overseas. In order to carry this out, there will be a daily analysis in Tenerife's representative offices located abroad (UK, France, Germany, Russia and the United States of America), as well as using information provided by the Spanish Tourism Offices, the main tour operators, airlines that service the island, and of course, Tenerife's social media platforms. This information, combined, paints an accurate picture of how the island is being perceived, which, in turn, will allow us to adapt the messages through the different communication channels available.

This contingency plan comes as a result of the extremely close contact the Tenerife Tourism Board has maintained with different industry agents from the outset, which includes the continuous monitoring of the evolution of the situation in ports, airports, accommodation establishments and tourist information offices around the island.

According to the information gathered so far, news reports regarding the island and its coronavirus outbreak have not occupied front page space in national or international media for days now. Instead, they are focusing on the new cases affecting their own national territories.

With regards to what is happening on the island, the tourist information offices belonging to the Infotén network are not receiving any specific questions from tourists, not even in the most frequently visited offices, such as those in Adeje or Arona, except for some very anecdotal cases and the travellers in question have shown no concern whatsoever.

As we stated yesterday, these meetings by the Tenerife Tourism Board will be held on a permanent basis, and as such continue this week with the aim of keeping the sector involved in all the planned actions, as well as answering any queries or responding to any doubts, satisfying their demands for information and gathering their suggestions.

The plan also includes the provision of an ambitious on- and offline marketing plan, which will strengthen the relaunch of the destination in its primary tourist markets.

Tourism event in the Canaries

The Tourism Department of the Canary Islands Government also announced at the Regional Tourism Council meeting held today, the upcoming celebration of a trade event in the Canary Islands with tour operators and international airlines. The proposal focuses on the need to convey to industry professionals the Canary Islands' strength as a destination, to guarantee connectivity and to recuperate the demand lost following recent events.

Normality on the island

As in previous days, a state of normality prevails in Tenerife, where last week's outbreak of coronavirus episode has made no difference at all to daily life in tourist areas and the rest of the island. Services, transport, ports and airports are all operating as normal (with no restriction whatsoever regarding arrivals or departures), a condition that is repeated on beaches, in parks, shops, museums, etc.

In good health

According to the latest information released by the regional health department at 13:00 today, all six people who have tested positive for coronavirus COVID-19 in Tenerife are in good health. They continue to follow the established protocol and remain in isolation in hospital.

The latest case was confirmed on Monday, March 2nd and involves another guest at the same hotel, who has already been admitted into hospital and placed in isolation. This case involves a British national, who was and still is completely asymptomatic. The positive test results came during one of the regular medical tests being carried out inside the hotel, which, we remind everyone, has been under strict health control measures since Monday 24th February.

With respect to the Italian citizens; five of them remain isolated in hospital due to them testing positive and are all in good health. The other five members of the group are asymptomatic and confined to their hotel rooms. So far, the health authorities have conducted almost 300 PCR tests to detect the presence of coronavirus.

Almost 200 people have now left the hotel

The departure plan for hotel guests continues on schedule, with 215 people now having left the hotel by 19:00 this evening. We must remember that there are citizens from 25 different countries staying at the hotel, and their departure depends on them fulfilling three conditions: being asymptomatic; having tested negative 24 hours before their departure; and that their countries of origin have established the procedure for their return and guarantee to continue monitoring them when once they arrive home.

Information Channels

The regional health department has kept the freephone number 900 112 061 open to provide information related to the coronavirus, where a team of nurses, under the supervision of the Canarian Emergency Services, will answer any queries regarding prevention measures, the possibility of infection and myths related to the virus.

In addition, we remind everyone of how crucial it is for anyone who believes they may have symptoms relating to the coronavirus (cough, sore throat, fever and feeling a shortness of breath) and have returned from any of the areas at risk within the past 14 days, or have had contact with anyone who has come from these areas, to please contact the emergency health services on 1-1-2 and to avoid going directly to health centres or emergency departments at the hospitals. By using this number, someone will be sent directly to your home in order to carry out all the necessary tests, although we urge people to use this resource sensibly and only when fulfilling the conditions previously mentioned.