



Compromiso
de Calidad Turística



How do we respect and protect the rights of children at Casas Pepe?

As a company committed to respecting children, at Casas Pepe we work to support children's rights.

We are aware that, although our accommodation has Adults Only status, we may nevertheless deal with minors related to our hosted customers, passers-by in the area close to the accommodation, or minors related to our staff.

Our staff is prepared and aware that children have human rights in the same way as adults, but they are also entitled to special protection because of their greater vulnerability.

We are aware that children's rights are set out in the United Nations Convention on the Rights of the Child (CRC), an international human rights treaty, so this is an issue of great importance to us.

In this accommodation we try to carry out the four general principles that underpin all the rights of the Convention. These are the ones:

- prioritizing the interests of children
- the child's right to life, survival and development
- the right of the child to be heard and to express his or her views on matters affecting him or her.
- the right of the child to be treated fairly, without discrimination.

Employing children in our business

In this accommodation we do not employ children as staff, but we support Spanish laws that protect children's fundamental rights, such as the right to attend school and the right not to participate in hazardous work.

What to do if they detect child abuse

In all cases, care must be taken to protect the child. This protection implies, among other measures, ensuring that it receives immediate protection and attention, and intervening in the justice system. Minors should not be interrogated under any circumstances. Only the minimum information about the event should be sought that will make it possible to determine what happened, when, where and by whom. It is important to assure him that it is not his fault and to reinforce in him the idea that he was very brave in daring to reveal what happened. After thanking you for telling us, assure us that you will be provided with assistance and protection.

Immediately seek help. When we suggest adopting a proper listening attitude, we mean letting the minor express himself or herself spontaneously without

interrupting or silencing him or her. In the professional context it is recommended that doctors, psychologists, teachers and social workers record the child's textual statements. If what you say is not enough to determine the urgency and severity of the event, you should ask broad questions appropriate to your age. Begin, for example, by saying "tell us what happened" and, after listening to your answer, continue with phrases such as "tell us more about that". Try, if possible, to know who, what, where and when the event took place. Never force a child to speak in front of a suspected adult.

What to do when the victims are very small, with disabilities or language limitations?

Children with mental disabilities or retardation, psychiatric or psychological problems, and the deaf and dumb can confusingly reveal the sexual abuse they suffered. Toddlers from infancy to age 3 do not have developed language with the ability to express what happened. Other times, they do not understand that the aggressor's actions are abusive, especially if they occurred in the context of a game.

Immediate attention If there is a need for medical attention because the child's health or life is at risk, it is essential to go to the nearest health care centre for appropriate care. At the same time, it is necessary to inform the local body for the protection of children's rights. It is responsible for providing immediate assistance and coordinating intervention when special protection measures need to be taken.

Any person who suspects or becomes aware of mistreatment or situations that threaten the psychological, physical, sexual or moral integrity of a child or adolescent, as well as any other violation of their rights has the obligation to report it to the protection agency.