

## Conference Packet

---

October 2025

Dear Greenheart Exchange HSP Conference Attendees,

*Hola!* Congratulations on qualifying for Greenheart Exchange's HSP International Conference to Torremolinos, Spain! Let the sunshine, sandy beaches, and panoramic views of the Mediterranean Sea, and historic charm of the Torremolinos area further ignite your passion for cultural exchange as you reconnect with your Greenheart family!

Enclosed is important information about conference logistics and airport transfers, as well as a tentative itinerary and specifics you need to know before arriving in Torremolinos. Please be sure to read all the materials provided to you in this packet. Some of the content in this material has been excerpted from our conference website:

<https://greenheartexchange.org/landing-pages/annual-high-school-programs-conference-2025/#/tab/things-to-do/>

**Please read this *entire* conference packet thoroughly upon receipt, as it contains a variety of helpful and important information. Please note that the 'Appendix' is referred to in several locations. This is found at the end of this document.**

Upon your arrival at the hotel, stop by the Welcome Desk in the hotel lobby to pick up your detailed agenda and conference name badge, and additional information. **We highly recommend you download a copy of this packet to your phone so you may access it offline (without Wi-Fi)**, as you will likely need to reference much of the information within (such as emergency numbers, flight arrival and departure procedures, etc.).

If you have any questions or concerns about this conference information packet, please feel free to contact your Regional Director, or conference organizers Gosia Tekgoz, Nancy Morin, and Marcelle Benedicta.

*¡Nos vemos en Torremolinos!*



## Conference Packet

---

### Meliá Costa del Sol Hotel

Paseo Marítimo, 11

29620, Torremolinos, Málaga

Spain

Phone: +34 952 38 66 77

Website: [Meliá Costa del Sol Hotel in Torremolinos, Spain](#)

(\*We recommend saving this phone number and address on your phone and/or on a card to keep for reference during your stay, should you need it for navigating back to the hotel, etc. Keep this stored separately from your room key number for safety precaution.)

#### General Food & Beverage Information:

- *The Buffet Restaurant* is open 7:30 am – 11:00 am (breakfast), 7:00 pm – 10:00 pm (dinner).
- *The Beach at Meliá Costa del Sol* is open 10:30 am – 4:30 pm (lunch), 7:30 pm - 11:30 pm (dinner).
- *The Central Bar* is open 11:00 am – 1:00 am.
- Room service is available in the room, menu from the bar.
- Other options: People can go to the Torremolinos town center for food options outside the hotel. Torremolinos city center is 0.5 km from hotel, 15-20 minutes walking distance. Some shops are open.

#### Spa & Pool Services:

- Outdoor Swimming Pool
- Rooftop Pool
- Thalasso Spa service

#### Some in-room and hotel amenities and services offered include:

- Complimentary Wi-Fi
- Daily cleaning service
- Bathroom amenities
- Safety deposit box
- Hair dryer
- Fitness center

## Conference Packet

---

Have other hotel-related questions? Check out their FAQ page:

[https://www.melia.com/en/hotels/spain/torremolinos/melia-costa-del-sol?utm\\_campaign=google&utm\\_content=2916&utm\\_medium=organic&utm\\_source=directories](https://www.melia.com/en/hotels/spain/torremolinos/melia-costa-del-sol?utm_campaign=google&utm_content=2916&utm_medium=organic&utm_source=directories)

### **Important Travel Documents**

Make sure you review your airline e-ticket carefully and confirm that the name on the ticket is spelled correctly. If there is a discrepancy, please notify Cain Travel immediately. You should already have received an e-ticket itinerary from Cain Travel in your email. This is NOT your ticket, however please print and carry this with you, along with your valid passport\*, and present it to the ticketing agent at the airport so that they may print your boarding pass. You may need the reservation number in the itinerary to check-in for your flights.

### **\*Note about valid passports:**

Did you know that all international travel, including to destinations such as Canada, Mexico and the Caribbean, require U.S. citizens to carry a valid passport? Without a valid passport, you will not be permitted to leave the U.S.

What makes a passport valid?

- Has not expired, nor will within 6 months from your travel dates
- Has blank pages for immigration stamps
- Is in good condition, is not damaged or torn

You must have a passport that is valid upon entry and for the duration of your stay in *Torremolinos*. The name on your booking form **MUST** match the name **exactly** that is on your passport. If your passport expires soon, you must renew it as soon as possible. The approval process can take up to 6 weeks or more. Please note that **if you are planning on traveling to a different country before or after the conference, it is your responsibility to find out if you will be required to get a visa**. Any visa costs will be your responsibility.

Please carry the passport book, not the passport card.

## Conference Packet

---

Further information regarding passport and vaccination requirements for travel to Spain from the U.S. can be found here: <https://travel.state.gov/en/international-travel/travel-advisories/spain.html>

### **Mobile Passport Control**

Mobile Passport Control (MPC) allows eligible travelers to submit their travel document, photo, and customs declaration information through a free, secure app on their smartphone or other mobile device. The use of MPC streamlines the traveler's entry process into the United States by reducing passport control inspection time and overall wait time. Use of MPC does not require pre-approval. Travelers who successfully use the MPC app will no longer have to complete a paper form and may be provided with a designated queue. As a result, travelers may experience shorter wait times, less congestion, and efficient processing.

Learn more here: [Mobile Passport Control \(MPC\) | U.S. Customs and Border Protection](#)

### **Airline Itinerary and Flight Details (Applicable to Inbound and Outbound Flights)**

Airline schedule changes may occur at any time up to the day of departure. For this reason, **it is important that you reconfirm your itinerary directly with the airline within 24 hours of departure.** Refer to your emailed itinerary and the reservation number to check with your airline. You may have received multiple emails if your flight schedule changed, so please be sure to check all emails regarding your itinerary.

Greenheart Exchange will **not** be responsible for any missed flights due to airline schedule changes. You can find the website and toll-free number for your airline online. In addition, it is your responsibility to find your gate and keep up with any last-minute changes at the airport. Cain Travel will not have this information available.

### **Seat Assignments**

In many cases, seat assignments don't appear. Once you have logged on and checked your itinerary on your respective airline website and you do not see any seats assigned, you can

## Conference Packet

---

opt to purchase a seat ahead of time or you can wait to get a seat assigned with an online check-in 24 hours prior to flight departure. Please also be aware that in some cases if a schedule change/equipment change occurs your seat could potentially be automatically re-accommodated, or your seat assignment could be missing. If you have any questions with regard to your seating at least 48 hours prior to departure, feel free to reach out to Cain Travel: [leighr@caintravel.com](mailto:leighr@caintravel.com).

### **Special Assistance and In-flight Meals**

If you have any special assistance needs, you should contact Cain Travel: [leighr@caintravel.com](mailto:leighr@caintravel.com) as soon as possible to confirm arrangements. Note that in-flight meals may not be provided on all flights. Plan your travel day accordingly and kindly note that it is your responsibility to request and confirm any dietary needs at the airport or on the flight.

### **Baggage**

Checked baggage is at your own expense. However, most airlines will not charge passengers for their first checked bag (up to a certain weight limit) on an international flight. Once you receive your flight information, check the airline's website to learn about their checked baggage policies.

For information on the latest security requirements for both checked and carry-on luggage, passengers should consult the Transportation Security Administration website: <https://www.tsa.gov/travel/security-screening/whatcanibring>. This site provides up-to-the-minute guidelines on permitted liquids in carry-on luggage and how they should be packaged.

All valuables should be taken in carry-on luggage. It might be a good idea to have a change of clothes in your carry-on as well in the event your baggage is delayed.

### **Important Reminder and Contact Information**

You should arrive at the airport for check-in at least 3 hours before your international flight departure.

## Conference Packet

---

### Missed a flight?

Contact Cain Travel and any of their staff can help you:

- 1-303-248-2623 (during business hours M-F 8 AM – 5 PM MT)
- 1-888-839-6915 (if after business hours to connect with Cain Travel staff)
- 1-720-604-2715 (Local)

**\*In the case that you miss a flight**, please contact Cain Travel as soon as possible and you will be directed in your next steps. Please be proactive in working with Cain Travel and airline ground staff to resolve the issue ASAP. Once you have the new flights confirmed, please email Greenheart Conference Coordinators, Nancy Morin ([nmorin@greenheart.org](mailto:nmorin@greenheart.org)) & Malgorzata (Gosia) Tekgoz ([mtekgoz@greenheart.org](mailto:mtekgoz@greenheart.org)), especially arrival flights to Málaga as this affects ground transportation on the group arrival day.

If you have missed your originating flight due to personal reasons outside of unexpected airline or flight changes, then you are responsible for any associated re-booking or flight fees and forfeit any related conference costs and benefits.

### **Airport Transfers and Arrival Instructions**

For all those traveling with the group on the main arrival (**November 7<sup>th</sup>**) and departure days (**November 11<sup>th</sup>**), shuttle service will be provided by ITB Events, which is Greenheart's Destination Management company (DMC) in Spain.

For many of you, your first point of entry may not be in Málaga Airport (AGP), but in other airports in Europe. This is where you will go through Border Control (immigration) and present your passport for passport control.

Once you land in [Málaga Airport \(AGP\)](#), follow signs to the baggage claim area. Once you collect your luggage, proceed to the exit and look for our guides with a Greenheart sign. They will escort you to your transportation, which will take you to Torremolinos (about 10 minutes away). Please note that you could be by yourself or in a group with other conference attendees.

**NOTE:** Should you be arriving or departing outside of the main travel dates, or are traveling to/from other destinations, you are responsible for arranging your own transportation and

## Conference Packet

---

Greenheart Exchange does not cover the transfer costs. Hotel concierge services may be available to help provide transportation information to/from the airport outside of standard arrivals and departures.

### Where to Find the Taxi Rank

1. **Exit the Arrivals Hall:** Once you've collected your luggage, exit through the Arrivals doors.
2. **Locate the Taxi Rank:** The official taxi rank is directly outside the terminal. Look for a line of white taxis with a blue stripe. [Malaga Airport](#)
3. **Board a Taxi:** Approach the first available taxi in line. The driver will assist you with your luggage.
4. **Provide Your Destination:** Tell the driver you're heading to **Meliá Costa del Sol, Torremolinos**.
5. **Confirm the Fare:** The fare from the airport to Torremolinos typically ranges from **€13 to €17**, depending on traffic and time of day. You can also check out [Rome2Rio](#) for fare estimates.

### Estimated Travel Time

- **By Taxi:** Approximately **10–15 minutes**, depending on traffic.
- **By Train:** Alternatively, you can take a **Cercanías train (Line C1)** from **Málaga-Aeropuerto** to **Torremolinos**. The journey takes about **9 minutes**, and trains run every 30 minutes.

### Uber from Málaga Airport to Meliá Costa del Sol

1. **Open the Uber App:** Launch the Uber app on your smartphone.
2. **Set Your Pickup Location:**
  - a. **Pickup Area:** Exit the Arrivals terminal and head towards the designated rideshare pickup area.
  - b. **Location Details:** The pickup point is typically to the left of the main exit, near the train station. [tripadvisor.com](#)
3. **Enter Your Destination:** In the "Where to?" box, type **Meliá Costa del Sol, Torremolinos**.
4. **Choose Your Ride Option:** Select the type of ride that suits your preferences and budget.
5. **Confirm and Wait:** Once you confirm the ride, the app will provide details about your driver and estimated arrival time.

## Conference Packet

---

### Estimated Fare and Travel Time

- **Estimated Fare:** The average price for this trip is approximately **€19**. [uber.com](https://www.uber.com)
- **Travel Time:** The journey typically takes about **10–15 minutes**, depending on traffic conditions.

### Per Diem

#### *What's a Per Diem?*

- Per diem is a daily allowance to cover your food expenses for all non-Greenheart Exchange sponsored meals.

#### *How will I receive my Per Diem?*

- Per Diems are being sent via Direct Deposit for Greenheart LCs and Staff as well as any guests\*.

#### *When will I receive my Per Diem?*

- Per Diems should arrive on or before the start of the conference.

**\*If you are a guest of a Greenheart field network member**, please arrange to receive your funds prior to travel or per arrangements agreeable to all parties. Greenheart will transfer the Per Diem amount for the Guest to the main attendee, unless we are instructed otherwise ahead of time.

### Insurance

Greenheart Exchange will provide our conference attendees with accident and illness insurance for the length of the conference dates via Envisage. All conference attendees should have received an emailed copy of this coverage and are encouraged to print a copy of your card as well as to save to your phone. Conveniently, you are able to save this to Apple Wallet if you have an iPhone.

## Conference Packet

---

### Insurance ID Card

Attached is a copy of your insurance ID card in PDF format. You can also access your digital ID card by clicking on the icon below to add this to your Apple or Android device.



### **Confirmation of Coverage**

#### **Time Zone**

Torremolinos has one time zone, Central European Standard Time (CET), which is located in the UTC-01:00 zone, 1 hour ahead of Coordinated Universal Time (UTC).

#### **Traveling Guidelines and Safety Tips**



Always practice good sense and listen to your gut as you would in any setting! But beyond that, we encourage you to thoroughly review all the information below as well as related safety links. Generally, be aware of your surroundings and stay safe while having fun!

The following link will advise on general travel guidelines for travelling abroad, and any urgent travel warnings, etc., can be found through this site:

<https://travel.state.gov/content/passports/en/go.html>

## Conference Packet

---

- For specific information on Spain, including safety tips, consulate information, etc., visit this site and *thoroughly* review the information underneath the ‘Safety and Security’ tab: <https://travel.state.gov/en/international-travel/travel-advisories/spain.html>

### **U.S. Embassy in Spain (located in Madrid):**

Calle Serrano, 75

28006 Madrid

Spain

Phone: (+34) 91-123-8866

Email: [Spain.ACS@gdit-gss.com](mailto:Spain.ACS@gdit-gss.com)

- U.S. Citizens calling **from a local phone**, please dial 91-123-8866
- U.S. Citizens calling **from a U.S. phone number**, please dial 001 703-543-9306

The U.S. Embassy in Madrid is open for business Monday through Friday, from 9:00 AM to 5:00 PM.

### **U.S. Consulate General Fuengirola (Málaga)**

Avenida Juan Gómez “Juanito” 8

Edificio Lucía 1º-C

29640 Fuengirola (Málaga)

Phone: (+34) 95-247-4891

**Medical Care and Emergencies:** Tourist zones and cities are equipped for modern medical care, with private hospitals, clinics, and qualified personnel for all age patients.

**The emergency number in Spain is 112.** You can also call the following numbers:

- Police Department: 112
- Local Medical Emergency: 112
- Tourist Emergency Line (English speaking): 112

## Conference Packet

---

**\*Please note: Should a medical emergency occur, after calling appropriate medical aid, be sure to have your Envisage insurance card available to medical staff for intake and communicate with someone from the Greenheart conference leadership or office staff so they are aware of your situation.**

**Victims of Crime:** U.S. citizen victims of crime should contact the local authorities to file a police report before departing. If you are in imminent danger, you refer to numbers above and immediately contact local authorities by dialing “112” from any telephone for police and emergency services anywhere in Spain. U.S. citizens should also inform the U.S. Embassy if you have been a victim of a crime. Remember that local authorities are responsible for investigating and prosecuting the crime. Visit this site for more information: <https://es.usembassy.gov/victims-of-crime/>.

### **Additional safety tips from Greenheart Exchange:**

- ***Do not carry your original passport with you in the city!*** Store your original in the room safe and carry a photocopy instead. It is also a good idea to make a list of your credit card companies/accounts/and ‘if lost or stolen’ numbers and store in a secure area in case of theft, for easy cancellations.
- There is an ATM and currency exchange inside the hotel. There is also an ATM 3 minutes by foot nearby the hotel: Telebanco down the road from the hotel. Use good sense in using ATMs at night and do not count your money in public. Exchange currency in banks or other trusted venues but be cautious about displaying large amounts of money, especially when leaving banks or ATMs (see currency and banking fee section for more information). See also this note from the travel.state.gov website: “There have been instances of fraudulent charges or withdrawals from accounts due to “skimmed” cards. If you choose to use credit or debit cards, you should regularly check your account to ensure there are no unauthorized transactions. Travelers should limit the amount of cash they carry in public, exercise caution when withdrawing cash from ATMs, and avoid ATMs located on the street. ATMs inside shopping malls or other protected locations are preferable.”

## Conference Packet

---

- Generally, be aware of your surroundings and wary of anyone offering you something seemingly for free, asking you to buy something such as a map, a drink at a club or bar, or individuals asking for your help with a charity. There are a number of pickpockets and other scammers that operate this way. Keep your belongings close to your person and in front of your body when possible.
- Consider a sturdy, over the shoulder travel bag that has difficulty breaking or cut straps with multiple secure pockets or enclosures. When sitting at a restaurant or public place, wrap your bag straps around your ankles and perhaps keep a copy of your passport and some cash in a different/safe spot on your person rather than keeping all in one place such as a wallet or purse. Consider RFID blocking wallets or bags.
- Use caution when using expensive cameras, using GPS on smartphones, etc. This can make you a target while you are also absorbed in using your devices and equipment. Even at the hotel, be mindful of your belongings when sunbathing, going for a swim, etc.
- Avoid wearing valuable jewelry, wristwatches, or high value clothing that may make you a target. Consider using the room safe for storing valuables and additional credit cards and cash that you do not need to carry.
- See the airline and travel section above regarding taxis at the airport and understand how to take a vetted cab if you plan to travel outside of the Greenheart-provided airport transfer or optional excursions. Consult with the concierge staff at the hotel or the DMC guides to assist in calling a cab and check with them on transport safety tips, reasonable rates for the distances you plan to travel, etc.
- Do not accept drinks from unknown persons and monitor your alcohol intake, especially when spending time in the sun or swimming.

## Conference Packet

---

- Keep others (such as your roommate or travel party) informed of your whereabouts, especially if you plan to leave the hotel. It is strongly encouraged that you travel in groups of at least 3 and avoid solo excursions and exploration.
- Remember your sunscreen, umbrella, sun protection, and hydration! Bug spray, too! Keep cool and bug free as you enjoy warm temps and sunny skies!
- Research safety and credibility of outside travel excursions and options. Greenheart has chosen to work with ITB Events, who has organized various optional excursions that have been vetted, but we know many guests may be interested in other activities, which may be offered by other companies and available to book on site. Be cautious and aware that these may vary in safety and business practices, and you engage at your own risk.
- We encourage you to enroll in the free STEP program prior to departure, if you are a US citizen. <https://step.state.gov/step/>
- Follow the U.S. Department of State and the local U.S. Embassy on social media for any relevant updates:
  - **Instagram:** [@StateDept](#)
  - **X (formerly Twitter):** [@StateDept](#)
  - **Facebook:** [U.S. Department of State](#)

There is no dedicated U.S. consulate directly in Torremolinos. However, the nearest U.S. diplomatic service is available through:

- **U.S. Consulate General in Fuengirola (Málaga)** – This would be the most practical consulate for those staying near Torremolinos or Málaga. It offers various services for U.S. citizens, including passport renewals, and notarial services.

## Conference Packet

---

This consulate manages services for southern Spain, making them the most relevant points of contact for Americans near the Torremolinos and Málaga area. For more detailed services, it is recommended to schedule appointments in advance through their websites.

You can check the latest contact details and consular services through the main embassy portal at [U.S. Embassy & Consulates in Spain](#) when the site is accessible.

If you're having trouble accessing links directly, you can visit the main embassy or State Department sites directly for updated links

[U.S. Mission to the United Nations](#)

[U.S. Embassy in Spain](#)

[U.S. Department of State](#)

- Take a photo or write down the address of the hotel and hotel phone number so that you give an address to the taxi driver if needed or can call the hotel concierge if off-site and needing assistance (keep your room key in a safe location and memorize your room number while ensuring that it is not visible to others).
- Learn a few words and phrases in Spanish, particularly to ask key directional questions.
- If renting a vehicle, do not leave any valuables in the car within plain sight, even if you see a security guard on site.
- Stick to frequented, well-lit areas.
- At night, avoid walking alone in isolated areas. Go out in groups and use a designated taxi—recommended by your hotel—to arrange for rides. You should also avoid driving at night, even on the main highways; plan your road trips for the daytime.

## Conference Packet

---

### **Currency and Banking Fees**

The currency in Torremolinos is the Euro (EUR). **The U.S. dollar is not accepted.** It is recommended to exchange money prior to arriving in Spain. Note: If you plan on using a credit card, check in advance with your credit card company to see what international fees may apply by using your card internationally. Remember to use caution when using your credit card in Spain and to set travel advisories and check banking fees, etc. before traveling.

As of October 2025, it is at an approximate exchange of 0.85 EUR to 1 USD. Here is a useful exchange rate calculator that provides up to date exchange rates:

<http://www.xe.com/currencyconverter/>. Likewise, you may consider downloading an exchange converter app on your phone (but note that you could be charged data fees if not using Wi-Fi.)

The Euro is printed in various increments from 5 to 500 bank notes. Please visit the following website to get acquainted with the local currency:

[https://european-union.europa.eu/institutions-law-budget/euro/official-eu-currency\\_en#:~:text=The%20euro%20is%20the%20official,is%20the%20only%20legal%20tender.](https://european-union.europa.eu/institutions-law-budget/euro/official-eu-currency_en#:~:text=The%20euro%20is%20the%20official,is%20the%20only%20legal%20tender.)

In areas such as Torremolinos, expect to pay for your purchases in cash, or with debit and credit cards. Do not expect that USD will be acceptable currency in place of Euros.

Again, as a rule, travelers should not carry large sums of any currency. Instead, they should consider either using a credit card or exchanging currency prior to departure or upon arrival at the destination airport.

#### **Note:**

Please also check in with your bank and credit card companies before traveling. Make them aware of your travel, check your credit limits, and inquire about international and foreign banking fees. Make a note of contact information for your banking institutions should a card be lost or stolen. Note that tips will be expected in cash (Euros). Please use your

## Conference Packet

---

judgment and discretion on banking safety as well as how much cash to carry with you while walking in the city.

You may want to get some currency exchanged before leaving the U.S. so that you will have cash immediately available to you upon arrival from a trusted source. Speak with your bank to see if this is available through them and what the fee would be to exchange. This could vary between banks. You can also use a currency exchange service like <https://www.travelex.com/> or exchange currency at the U.S. airport before leaving the U.S. Be savvy and make the best decision for you on amounts and rate of exchange. Remember too, that you will have to exchange back to U.S. dollars when you return home, so aim to bring back as little foreign currency as possible.

### **Business Hours**

November in Torremolinos is considered the shoulder season. Most businesses and shops are open from 10:00 AM to 8:00 PM, some close for lunch from 2:00 PM to 5:00 PM.

### **People and Language**

Spanish is the official language in Spain. English is spoken in most tourist centers, especially in the large hotels.

### **Tipping Etiquette in Torremolinos**

Generally, it is a good idea to have small bills in local currency on hand for tipping.

In some restaurants in Spain, there is an automatic 10% service charge. Always check your bill before tipping. However, in general tipping is not expected when referring to service in a restaurant, hotel, or taxi. It is welcomed if one decides to tip.

<https://mappingspain.com/the-tipping-protocol-in-spain/>

## Conference Packet

---

Please note that Greenheart tips our drivers and guides for group-sponsored events such as airport transportation. For things like optional excursions, tipping may be appropriate for drivers and guides at your discretion as it is not included in pricing (typically the equivalent of \$5-10 per person). Likewise, equivalent of \$1 per bag is appreciated for ground transportation to your hotel.

### **Weather Report: Torremolinos**

The weather in Torremolinos varies by season. In November, Torremolinos tends to experience moderate temperatures and some rainfall. Daytime temperatures hover around 68°F, while nights can cool down to about 51°F.

**Average Torremolinos temperature in November: 60.8°F**

**Average nightly temperatures in Torremolinos in November: 51.8°F**

**Average Precipitation: About 3.6 inches**

In November, Torremolinos gets about 6 hours of sunshine a day.

Please remember that the above information serves as a great guide for average temperatures and conditions to expect, however, be sure to check the local weather report 2 days before you leave in order to adjust your packing, if needed.

### **Conference Attire/Packing List**

Spain is known for its stylish and fashionable culture, and this extends to the business world. Dressing professionally reflects your seriousness and respect for the business environment. Attire tends to be smart and well put together. Men typically wear suits and ties, while women opt for elegant and chic business attire. For both men and women, accessories should be kept to a minimum and shouldn't be too flashy. For more information, click [here](#).

## Conference Packet

---

For your convenience, we outline the dress code per event:

- **General Sessions:** Greenheart Exchange conference meetings require conservative business-casual attire; no jeans, sneakers, sweatshirts, or baseball caps. Temperature in meeting rooms can vary, so consider layers.
- **Welcome Dinner:** Dressy casual: Khakis or dress pants for men, skirts, dresses or slacks for women.
- **Greenheart Celebration Dinner:** Cocktail attire requested. This is the event where we will meet attendees from three different events: HSP Conference, Board Meeting, and Greenheart All Staff Meeting. We will be celebrating Greenheart's 40<sup>th</sup> anniversary with old and new friends at [Hacienda del Alamo](#), an estate that has been around since 1800, with landscaped pavilion overlooking the bay of Malaga. We will be in the garden (outdoor) for the reception, then going inside into a large glass pergola for dinner and entertainment. It'll be a night to remember!
- **Free time, etc.:** Your free time is your time to dress comfortably and to your preference! You may also want to include rain gear, swimwear, and or/athletic gear since there **is an outdoor pool** and workout rooms on site.
- **Comfortable walking shoes:** A must for any traveler!

Other things to bring:

- **Water bottle and/or Reusable Coffee Mug:** Be green and bring your own beverage holder to reduce disposable waste usage throughout the trip!
- **Covid Tests/Masks/Hand Sanitizer:** While not required during the conference, these are recommended safety precautions should you prefer to have them available to use. Besides COVID, this may also help prevent the spread of common colds and flu during travel.
- **Medications (OTC or Prescribed):** Be sure you have arranged for any prescribed medications and keep these in your personal luggage on the plane. Keep your Doctor's contact information handy and pack any other applicable OTC medications you may need. While there are pharmacies in the area, it is convenient to have a few basics on hand should you need them.

## Conference Packet

- Travel Adaptors/Converters:** Spain uses 230V standard voltage, which is higher than the United States, which uses 110V. Travelers from the U.S. will need to bring converters and adapters. If you are traveling from outside of the U.S., please refer to the information below. Be sure to refer to your device for information on whether you will need a power converter in addition to an adapter.



**Note about cell phones and smartphones:** Remember to check with your cell phone provider prior to departure for more information on roaming charges, etc. Check also with your provider concerning smartphone data usage while traveling as special rates may apply – likewise, avoid displaying your smartphones while walking around the city.

When U.S. residents travel to Spain, placing outgoing calls from their cell phones requires attention to dialing codes and possible roaming charges. Here’s how to do it:

### 1. Enable International Roaming:

- Before departing, confirm that international roaming is activated on your phone plan. Contact your carrier (like AT&T, Verizon, or T-Mobile) to ensure your device will work in Spain and check for roaming fees.

### 2. Dialing a Spanish Number:

- Start with the **Spain country code: +34**.
- If calling a local Spanish number, dial **+34**, followed by the area code (without any leading "0"), and the local phone number.
  - Example: +34 045 XXXXXX (for a Spanish number).

### 3. Calling Back to the U.S.:

## Conference Packet

---

- Dial **001**, the U.S. country code, followed by the 10-digit U.S. number.
  - Example: 001 312 XXX XXXX (Chicago).

### 4. Using Wi-Fi Calling and Apps:

- To avoid high roaming fees, consider enabling Wi-Fi calling on your phone, which allows you to place calls as if you were still in the U.S.
- Alternatively, use apps like WhatsApp, Google Voice, or Skype to make international calls over Wi-Fi.

### 5. Buying a Local SIM:

- For extended stays, purchasing a local SIM card (such as from TIM, Vodafone, or WindTre) may be more cost-effective. You'll then use a Spanish number for calls within Spain and to the U.S.

### 6. General tips:

- Be mindful of time differences and roaming charges, which can vary by carrier and plan.
- Verify any and all charges before making calls. Hotels typically charge the highest rate per minute for calls.

## Charging Your Cell Phones

In Torremolinos, Spain, and throughout the country, power outlets use **Type C and F plugs**. The voltage is **230V** with a frequency of **50Hz**. Here's what you'll need:

1. **Plug Adapter:** Since Spain uses a different plug type than the U.S. (Type A or B), bring a **Type C or Type F plug adapter**. Many travel kits cover all three types commonly found in Spain (C, F, and L), but C or F should work in most hotels.
2. **Voltage Converter** (if needed): Check your device's voltage rating. If it says "110-240V," it will work in Spain without a converter. Most phone chargers, tablets, and laptops are compatible with 230V. For single-voltage devices (like some hair dryers), a voltage converter would be necessary.
3. **USB Ports or Charging Stations:** Some hotels provide USB ports or charging stations, so if your device charges via USB, you may only need a cable, not a plug adapter. It's still best to bring an adapter in case these aren't available.



## Conference Packet

---

### **Information for Guests**

We're so glad you are joining us at our conference this year! Please look at the conference agenda within this packet to see the events that you are welcome to attend throughout the conference. Such events will be marked as "guests invited." During the other times, feel free to learn more about excursion opportunities (shared later in this packet) and explore the hotel's amenities and restaurants as previously described.

As previously mentioned, there is also a spa on site (additional charge for services) as well as an outdoor pool and restaurant. Please see the previous hotel section for that information.

We encourage you to communicate with the other guests, conference staff, and attendees as well!

### **COVID-19 Safety and Precautions**

All travelers should be reminded to remain vigilant for signs and symptoms of COVID-19, to get vaccinated when it is their turn and to adhere to public health and social measures at all times and regardless of vaccination status, including by using masks appropriately, respecting physical distancing, following good respiratory etiquette and avoiding crowded and poorly ventilated spaces. Persons who are unwell, or who have not been fully vaccinated or do not have proof of previous SARS-CoV-2 infection and are at increased risk of developing severe disease and dying are advised to postpone travel to areas with community transmission [World Health Organization, WHO].

### **Dietary Restrictions**

For those attendees who have dietary restrictions, please be your own advocate. Please note that we have communicated restrictions ahead of time and made efforts to accommodate for group menu choices, however, **it is the attendee's personal responsibility to communicate with wait staff regarding their needs if food and**

## Conference Packet

---

**allergens are not already labeled.** Likewise, it is the responsibility of the attendee to arrange and indicate any dietary restrictions on travel days, such as in-flight meals.

### **Sustainable Traveling**

We are continuously increasing our efforts to ensure that our meetings and conferences are as green as possible, and we need your support!

#### **You can join us in making our conference greener by:**

- Bring your own water bottle and/or coffee tumbler to decrease disposable waste usage during your stay in Torremolinos. Please note that the tap water in Spain is considered safe to drink. Consult with hotel staff if you have questions.
- Packing mindfully. Purchase reusable travel-sized bottles for shampoos and soaps that can be refilled for each trip instead of the smaller disposable ones.
- Being mindful of recycling in our meeting space and sleeping rooms.
- Not over ordering and only taking food that you know you will eat in order to minimize food waste during meals. Want to go the extra mile? Consider bringing bamboo portable utensils for those moments where you are eating food on the go, such as in the airport or in-flight!
- Returning your branded lanyards and name badges. We will collect your name badges and lanyards at the Greenheart Celebration Dinner to reuse next year!
- Only print out necessary information from your pre-departure packet or write information in a journal or notebook. Download a copy of this pre-departure packet to access offline.
- Double checking that you let the hotel housekeeping know that you don't need a new towel or sheets changed. Turn off all lights and air conditioning/heat when you leave your room.
- Being mindful and strategic with souvenir purchases. Consider choosing local handicrafts over mass produced tchotchkes.

## Conference Packet

---

Please let us know if you have any ideas on how to improve and increase our efforts! Hopefully each year, we will move closer and closer to a zero-waste program that we all will be incredibly proud of by choosing hotels carefully, setting higher expectations, and empowering our staff and field network to help make this possible. We appreciate and thank you for helping make our programs and world greener!

### **Greenheart Principles**

#### **Greenheart Exchange Standards of Respect**

As we prepare to come together in Torremolinos, we wanted to take this opportunity to remind all members of the Greenheart International community of our important system of values and standards of respect for one another.

Among many values, Greenheart International strives to be a leader and role model regarding social justice. Our mission is to promote understanding and respect for all which includes the highest standards for our working conditions, as well as respect and dignity for all employees, host families, students, local coordinators, employers and stakeholders connected with Greenheart Exchange. Greenheart Exchange does not tolerate racism in any form. Anyone can and should bring forward complaints or concerns about discrimination, racism, or related difficulties of any kind to Marcelle Benedicta, Maria Kiosses, or Daniel Ebert without fear of retaliation.

Greenheart is committed to cultivating and institutionalizing a culture of inclusion that encourages collaboration, flexibility, accountability, and fairness to enable individuals to contribute to their full potential. We believe our representatives and participants have a responsibility to treat others with dignity and respect, and to exhibit conduct that reflects inclusion in their interactions with others involved with Greenheart as well as their local communities. Greenheart expects all participants, host families, and local coordinators to be respectful of other races, religions, nationalities, cultures, sexual orientations, and sexual identities. We do not tolerate comments, jokes, or behaviors that degrade or disrespect individuals or groups involved with our programs. If you experience or witness disrespectful, mean, or harassing behavior from a Greenheart Exchange participant, host or LC, please report the behavior by talking to your regional supervisor or contacting the national office.

## Conference Packet

---

Additionally, **we are asking attendees to “Go Scent Free”** in consideration of attendees who are scent sensitive and have serious difficulty breathing around perfumes, lotions, sprays, etc. Please refrain from wearing scents when possible and do not apply bug spray or lotions in enclosed spaces such as vehicles or meeting rooms.

### **Abbreviated Conference Agenda**

(Exact times subject to change – An updated and more detailed agenda will be provided upon arrival at the Greenheart Registration Desk)

#### **Friday, November 7<sup>th</sup>**

#### **Arrivals**

Throughout the day

Airport transfer and hotel check-in

11:00 am – 4:00 pm

**Conference check-in** @ Melia Costa del Sol Hotel, lobby by the check-in/reception area

6:00 pm – 9:00 pm

Welcome Dinner @ Melia Costa del Sol, Alboran Room

#### **Saturday, November 8<sup>th</sup>**

#### **General Sessions**

Morning

Breakfast @ Buffet Restaurant

8:00 am – 9:00 am

Registration table. Location: Foyer of Torremolinos Room.

9:00 am – 4:15 pm

General Sessions @ Torremolinos Room

4:15 pm – 5:30pm

Awards Ceremony (guests welcome) @ Torremolinos Room

Evening

Dinner on your own (per diem)

#### **Sunday, November 9<sup>th</sup>**

#### **Marbella**

**Conference Packet**

---

Morning	Breakfast @ Buffet Restaurant
10:30 am – 11:15 am	Buses leave for Marbella
11:30 am – 1:00 pm	Greenheart-sponsored excursion: Guided Walking Tour of Marbella
1:00 pm – 4:00 pm	Optional excursion: “Trip Around Spain” Culinary Experience @ The Farm Restaurant
Afternoon	Free time in Marbella (lunch on own/per diem)
3:15 pm – 4:00 pm	Bus #1 returns to Melia Costa del Sol
5:00 pm – 5:45 pm	Bus #2 returns to Melia Costa del Sol
Evening	Dinner on your own (per diem)

**Monday, November 10<sup>th</sup> Malaga & Greenheart Celebration Dinner**

Morning	Breakfast @ Buffet Restaurant
9:30 am – 10:00 am	Buses leave for volunteering
10:00 am – 12:00 pm	Volunteering
12:30 pm	Buses drop off in Malaga
Afternoon	Free time in Malaga (lunch on own/per diem)
1:00 pm – 3:00 pm	Optional excursion: Wine Tasting & Tapas Lunch @ Los Patios de Beatas
3:00 pm – 4:30 pm	Optional excursion: Guided Walking Tour of Malaga
3:15 pm – 3:45 pm	Bus #1 returns to Melia Costa del Sol
5:00 pm – 5:30 pm	Bus #2 returns to Melia Costa del Sol
6:30 pm	Buses leave from the hotel to Hacienda del Alamo
7:00 pm – 10:30 pm	Greenheart Celebration Dinner @ Hacienda del Alamo
10:30 pm	Buses leave from Hacienda del Alamo to the hotel

## Conference Packet

---

### Tuesday, November 11<sup>th</sup> Departures

Morning	Breakfast @ Buffet Restaurant
Throughout the day	Hotel check out and airport transfers

### Appendix

#### Supporting Local Economy/ A Note on Optional Excursions

Wherever possible, Greenheart always endeavors to be conscious of contributing meaningfully to anywhere we find ourselves. Sometimes during conferences, it means being able to arrange a relevant and impactful volunteer experience at the conference city location. However, this is not always possible for various reasons. In cases like this we look for ways to support local businesses and economies. It is even better if some of these organizations have missions that align with our values of cultural exchange, sustainability, or giving back! During guided tours, please show respect by listening attentively when the guide is speaking and refrain from side conversations. This courtesy honors our hosts, reflects Greenheart's values of cultural respect and open-mindedness, and ensures that everyone can fully enjoy and learn from the experience.

#### Optional Excursions - Overview

Greenheart is partnering with our DMC, ITB Events, to offer additional excursions that you will have the option of attending during your free time at your additional expense. Below are the options that are being offered (pre-registration is required):

#### Sunday, November 9<sup>th</sup>:

- **Marbella “Trip Around Spain” Culinary Experience** — @ €110/person

## Conference Packet

---

### Monday, November 10<sup>th</sup>:

- **Guided Walking Tour of Málaga** (90 minutes, 3:00 pm – 4:30 pm) @ €30/person (Minimum 30 participants)
- **Wine Tasting & Tapas Lunch at Los Patios de Beatas** (2 hours, 1:00 pm – 3:00 pm) @ €142/person (Minimum 10 participants)
- **Wine Tasting ONLY** (45–75 minutes, 1:00 pm – 2:00 pm) @ €51/person (Minimum 10 participants)
- **Tapas Lunch ONLY** (60 minutes, 2:00 pm – 3:00 pm) @ €91/person (Minimum 10 participants)

### Marbella “Trip Around Spain” Culinary Experience



13:00 – 16:00 Lunch at The Farm Restaurant

#### THE EXPERIENCE - 5 COURSE LUNCH

- 13:15h Classic Spanish tortilla
  - Served with Rosé wine Garnacha. Elegant and greedy wine, with red fruits and strawberry notes.
- 13:45h Prawns in pil-pil sauce

## Conference Packet

---

- Served with CAVA Sparkling white wine from Catalonia. Bright, smooth, and balanced, with a fine bubble.
- 14:15h Courgette and Iberian pork millefeuille
  - Served with young red wine, tempranillo. Medium bodied wine, with notes of black fruit and liquorice.
- 14:45h Roasted lamb on cauliflower and vanilla purée
  - Served with aged red wine Signature. Full bodied wine with aromas of wood and ripe fruit.
- 15:15h Catalan cream
  - Served with dessert wine. Sweet wine with an intense flavour, a rich colour, and a long aftertaste

Includes: Coffee & Mineral Water

### ***Guided Walking Tour of Málaga***



Walking Tour of Málaga – Discover the Soul of the Costa del Sol (No Entrance to Monuments)

### **Charming Streets & Mediterranean Flair**

## Conference Packet

---

*Explore the vibrant heart of Málaga on foot, discovering its sun-drenched plazas, elegant architecture, and lively pedestrian alleys lined with cafés and boutiques.*

### A Journey Through Centuries of History

- Led by an expert guide, this walking tour reveals the city’s rich past—from its Phoenician and Roman roots to its Moorish legacy and Baroque revival.
- Highlights Along the Way:
  - The majestic Cathedral of Málaga, known as “La Manquita”
  - The lively Plaza de la Constitución and Calle Larios, the city’s main shopping street
  - The Roman Theatre and views of the Alcazaba fortress
  - Local secrets, legends, and anecdotes that bring the city to life

### Art, Culture & Everyday Life

- Experience Málaga’s artistic energy, shaped by figures like Pablo Picasso, whose birthplace and museum can be found in the heart of the old town.

### Los Patios de Beatas – Wine Culture & Andalusian Cuisine in the Heart of Málaga



There were three options for this excursion (check with conference planners if you’re unsure which one you signed up for):

1. Tapas Lunch ONLY
2. Wine Tasting & Tapas Lunch
3. Wine Tasting ONLY

### Wine Tasting at Los Patios de Beatas

*Charming Location in the Historic Centre*

## Conference Packet

---

Located close to the Cathedral and Picasso Museum, Los Patios de Beatas occupies two beautifully restored 18th-century houses—combining architectural charm with a relaxed, elegant atmosphere.

- Celebrated Wine Destination
- Known as one of Málaga’s top wine venues, the restaurant features a selection of over 500 Spanish and international wines, including rare Andalusian labels and expert pairings guided by in-house sommeliers.

### **Wine Tasting (4 wines)**

Fun guaranteed. The tastings will be done in a pleasant and fun way. Includes:

- Explanation by our Sommelier
- Themed tasting mat
- Professional tasting glasses for wine tasting
- Types of wines to be chosen by the client: White, Sherry, Rosé, Red or Sparkling.

Approximate duration 45min - 1.15h, depending on the number of wines to be tasted.

### **Tapas Lunch at Los Patios de Beatas – A Refined Taste of Andalusia**

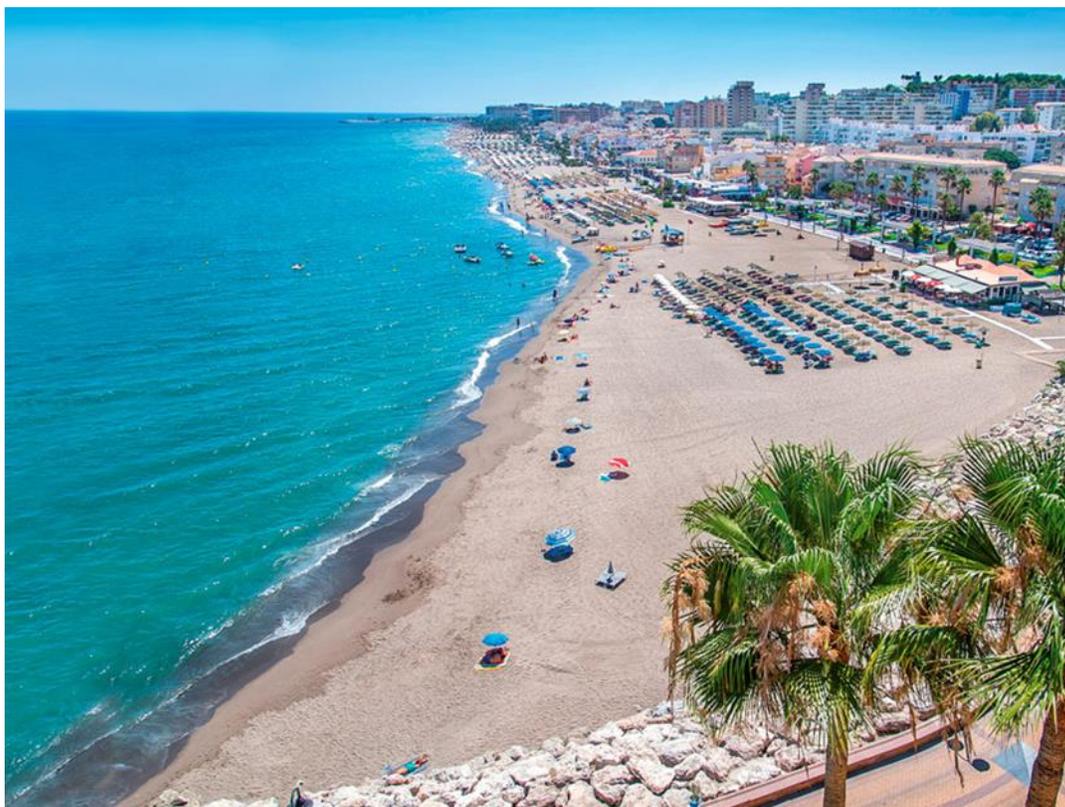
*Authentic Tapas in a Historic Wine House*

- Enjoy a curated tapas-style lunch in one of Málaga’s most emblematic culinary venues, combining Andalusian flavors with the charm of an 18th-century townhouse.

## Conference Packet

---

### Learn about Spain!



- **Capital:** Madrid
- **Population:** 48.81 million (as of 2024)
- **Area:** 505,370 km<sup>2</sup> (195,124 sq mi)
- **Major language:** Spanish
- **Major religion:** Christianity (Primarily Catholic)
- **Life expectancy:** 83 years
- **Currency:** Euro (EUR)

Spain is a country full of rich history and culture, and we encourage you to explore and research before arriving. Here are just a few resources:

## Conference Packet

- Spanish Tourism Official Website (a wonderful source of information, videos, fact sheets, etc.): <https://www.spain.info/en/>
- Torremolinos Tourism Official Website: <https://turismotorremolinos.es/en/>
- Traveler information from Lonely Planet:  
<https://www.lonelyplanet.com/destinations/spain>  
<https://www.lonelyplanet.com/destinations/spain/andalucia/costa-del-sol>
- Short overview on Wikitravel: <https://wikitravel.org/en/Torremolinos>
- Travel and tourism apps are another fun and helpful option for information, language learning (such as Duolingo), and cultural tidbits. Keep in mind data and usage rates before and during the conference and speak to your provider for details.

Please join Marcelle Benedicta for a Spain Info Session on October 30<sup>th</sup> at 2pm Central via ZOOM! A meeting invite will be sent to all attendees, but mark your calendars now! You won't want to miss this informative session with Marcelle!

Date: Thursday, October 30<sup>th</sup>

Time: 2:00PM – 3:00PM Central

Where: Via ZOOM – here's the link you can save:

<https://us02web.zoom.us/j/83371307969?pwd=XbIVOrA36DSObLdRTH7RvHUlaFBZoa.1>

Passcode: Greenheart (if prompted)



**2025 HSP CONFERENCE**  
**SPAIN INFO SESSION**

COME LEARN MORE ABOUT OUR TRIP TO SPAIN!

Featuring:  
Marcelle Benedicta

Topic: HSP Conference Overview / Q&A

**Thursday**  
**October 30, 2025**  
**2:00PM - 3:00PM Central**

Marcelle Benedicta  
Vice President,  
Marketing & External  
Relations

*¡Buen Viaje!*



**Conference Packet**

---