

A woman with long brown hair, wearing a light blue tank top and denim shorts, sits on a dark, rocky outcrop. She is looking out over a vast, green valley towards distant mountains under a warm, golden sunset sky. A blue tote bag sits on the rocks next to her. The overall mood is peaceful and scenic.

# *homemade* EXPERIENCES

## code of conduct

For years we have shared unique experiences with our guests, all of them under ethical and moral standards which will help to have a pleasant stay in our hotel and our country.



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**PENSATIVO**  
house hotel

# 1 internal regulations

We reserve the right of admission.

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DPI or Passport is required to register at the Hotel.

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No pets allowed

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Fire arms, materials explosive, inflammable, narcotic or substances similar are not permitted in the hotel.

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Guests are liable for any damage or loss caused to goods, real estate and fixtures owned by the Hotel and shall pay according to the value set by the company.

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No outside food or drinks are permitted in the hotel.

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It is forbidden to smoke in any area of the hotel, based on Government Decree 74-2008.

Check in time is 3pm, while departure is no later than 1pm, is empowered to require management to vacate the guest.

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Anything of value or cash must be deposited in the safety box in your room or request a box at reception

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No loud music or high volume is allowed in the gardens, meeting rooms or rooms.

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We are not responsible for the consumption of food and drinks outside of our facilities that have not been prepared by our staff.





All visits to the rooms occupied by guests are strictly prohibited, except those conducted under the authority of management. We reserve the right to request the removal of any other person that is in the facility without authorization.

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All gardens receptions shall not exceed 6pm. No reception or party at our convention center may exceed 12am, otherwise, the Hotel will make additional charges per hour.

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We are not responsible for items forgotten during events (blankets, equipment, etc).

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The Hotel is not liable for breach of contract when the event cannot be made for reasons of force majeure such as fires, earthquakes, strikes, etc.

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Every guest has access to the hotel parking lot free of charge.

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Park at your own risk. We are not responsible for the total or partial loss of goods, securities or vehicles in our parking lots.

The hotel is not responsible for damages caused by third parties to vehicles and theft of the vehicle as the vehicles themselves.

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Long-term stay of persons inside the vehicle and the parking area is not permitted.

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Vehicles will be removed from the site by crane after 72 hours if we do not have any information about the owner or person in charge.

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The lodging contract ends:

- For over an agreed period
  - For violation of the covenants and regulations that regulate
  - For committing breaches of the host or make moral scandals that disturbs other guests
  - In the absence of the host by more than seventy-two hours without leave or warning
  - For failure to pay as agreed
  - For other causes to be agreed (Code of Commerce of Guatemala, Article 871)
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After completion of the contract of accommodation or event for any of the causes listed in the article 871 of the Code of Commerce of Guatemala, if the guest refused to vacate the room or withdraw from the establishment, the Hotel may require the assistance of the appropriate authorities to execute the eviction without any additional procedure under the Code of Commerce of Guatemala, Article 873.

The customer will pay in payments in cash, credit card or debit card. We reserve the right to accept or deny payment by personal or business checking accounts.

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The hotel has the right to hold luggage and effects of guest for the amount of the accommodation in lieu of what is owed according to code of Commerce of Guatemala article 870.

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The management of the Hotel will remove the belongings of the guest, placing them with no commitment or liability to the company, in luggage storage or charge a daily extra fee if items are not removed after Check-out time, according to the code of Commerce article 872.

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Any case not provided for in these rules of procedure of the Hotel, will be resolved in accordance with the precepts under Chapter 9 of the Code of Commerce of Guatemala.



# 3 visitors suggestions

*some rules of conduct that help make your stay pleasant*

Do not carry valuables in sight (watches, cameras, jewelry, cell phones, others).

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In Guatemala it is safe to use credit cards and traveler's checks at places recommended. Do not carry all your money and documents in the same place; do not carry large sums of money when you go for visits.

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Avoid bringing objects of value and do not carry all your money and documents in the same place.

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Keep track of your luggage and valuables, especially when in places of high influx of people.

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Travel in the daytime to rural areas of the country and use principal highways. It is highly recommended to always use roads in good condition when visiting new areas or cities.

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Learn about recommended areas to visit in towns and cities.

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Carry photocopies of all your travel documents and keep the originals in a safe place like the safety deposit boxes in our hotel.

Use only authorized taxis, which are identified.

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Have handy the phone numbers of your embassy or consulate, medical or life insurance of your country, as well as the number of the hotel and services of assistance in Guatemala.

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Use only the banking system or your hotel for currency exchange.

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Do not accept help of strangers in the ATM, nor allow someone to see your pin number. make sure the ATM does not have a card skimmer.

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Use only the trail set in the tourist parks.



Travel in groups during your visit to beaches, archaeological parks and natural reserves, as well as follow the rules and regulations of the area.

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Program your visits to tourist destinations and quote the services of transport and packages before embarking the trip, to avoid confusion or deception. Try to authorize your tourist services with companies authorized by INGUAT.

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Always request an invoice when hiring any tourist service for proof of purchase. If you are not a Guatemalan citizen, your to "consumidor final" and it will not have an assigned NIT.

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By Municipality direction, it is not allowed, to ring the horn of the vehicles in the streets, nor to park in red line or in front of gates. It is also prohibited to consume alcoholic beverages in public areas and their sale after 12am

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If you rent a vehicle, it is important to know the local traffic laws and regulations. Check the vehicle before start your trip.

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Avoid stopping on highways to transport strangers. If you think that someone needs help, contact local authorities.  
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# suggestions for your visit through the community

## **ATTITUDE**

Learn about the local culture and respect it.

Although pictures are generally welcomed, consider the sensitivity of the people and ask for their approval prior to photography.

Observe the dress of the community. Respect the customs of dress, especially in religious buildings and communal festivities.

Interact and spend time with local people. Note that cultural values may differ from yours.

## **BEHAVIOR**

Local communities appreciate being treated with respect and dignity.

Support the community in a responsible way, without encouraging them to change their habits to adopt yours.

When visiting holy sites, allow members of the respective communities and religions guide you.



If you are going to park your vehicle in the streets of La Antigua, it is necessary to have the respective label sold by agents of the Municipality in the streets. You must place this tag in a visible place, and you should not park your vehicle on red or white lines, or in front of house gates.

Make contact with hotel people to obtain information about the security situation, local history, culture and customs.

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## **SUPPORT LOCAL ECONOMY**

Appreciate local skills paying appropriately.

Buy local products.

Use transport, guide, lodging, restaurants and local markets.

Consider give a tipping when you have been rendered good service.