



life changing
CULTURE

QUALITY AND SUSTAINABILITY

At Porta Hotels, we focus on sustainability through:

Our friendly culture

Ethical business practices

Caring for our environment

In each one of these areas we have developed activities that allow us to offer an innovative and high quality service.



MISSION

To exceed the expectations of our customers and guests, continuously offering innovative products and quality services as well as promoting social and environmental responsibility by creating development opportunities for employees and obtaining an acceptable profitability for shareholders.

VISION

To be continuous leaders in hospitality through the efforts of our collaborators in the destinations where we hold properties, based on PORTA culture, principles and values.



life changing **DECISIONS**

SUSTAINABLE TOURISM *culture*

We support and help provide cultural, artistic, educational and economic growth activities in nearby and surrounding villages.

PROJECTS



Donation of floor for "*Tat Loy*"
rehabilitation home



Holding the "*Jab'el Fashion Awards*"
regional fabrics contest



Training for young people and women
in the community about environment,
culture, entrepreneurship and cooking.



Creation of a menu with traditional
recipes with help of expert cooks
from Atitlan Lake basin

ENVIRONMENT

Aware of our privileged location within one of the most important protected areas in the country, we assume the commitment to reduce the negative environmental impacts that our operation may generate in our environment..

Help us protect the environment by following these simple tips:



Take 5-minute showers



Separate waste
(organic and inorganic)



Unplug your electronic
devices when you are
not using them.



Turn off the lights
before leaving
your room



Use reusable
containers

BUSINESS

Our recently integrated Sustainability Management System will help guide our company towards a more sustainable future. We will provide an unique experience to our guests and collaborators.

GUESTS

QUALITY	SECURITY	FOOD SAFETY
FACILITIES IN GOOD CONDITION	TOURIST INFORMATION	HIGHLY TRAINED STAFF

COLLABORATORS

ENGLISH CLASSES	FAMILY RECONCILIATION PROGRAMS	MEDICAL AND PSYCHOLOGICAL CLINIC
TRAINING	ANNUAL TRIPS FOR EMPLOYEES	HOLIDAY CELEBRATIONS



HOTEL



sustainable **CHOICES**

Thanks to our new practices at Porta, we have been certified as a **Sustainable Tourism Company** by the **Rainforest Alliance** and were recently named **Greenleaders** on **Tripadvisor**.





sustainable **CHOICES**

SUSTAINABILITY POLICY

Porta Hotel del Lago is committed to exceeding the expectations of our customers and guests, continuously offering quality and innovative products and services through the three fundamental principles of sustainability: business, sociocultural and environmental.

We seek to achieve an acceptable profitability for shareholders and reduce the negative impact that may be caused to the environment where our operations are carried out by continuously improving our Sustainable Management System.

We then ensure development opportunities for our employees and future generations, establishing commercial and business relationships with suppliers that comply with the legal, health, quality and safety requirements defined by the company.



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SMILES

POLICY AGAINST SEXUAL EXPLOITATION OF CHILDREN AND ADOLESCENTS

As part of social responsibility and respecting the fulfillment of the rights of children and adolescents who visit us, Porta Hotels rejects and is committed to take the appropriate actions against those who promote, facilitate or tolerate sexual exploitation of children and adolescents using the touristic facilities, activities or services provided.



life changing **ENVIRONMENT**

POLICY AGAINST SOCIALY HARMFUL ACTS

Porta Hotels supports, respects and contributes to the protection of internationally recognized fundamental human rights, ensuring it is not complicit in any form of abuse, prejudice, discrimination or violation thereof, not only among its employees but its suppliers, contractors, partners, competitors and the community.