

EN

# LIVE

— *the* —

## ADVENTURE



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# WELCOME

Welcome home, the land of eternal spring. Here is intertwined with our people the ancient traditions that represent the heart of our culture, the very essence that means to be "Guatemalan". We are mysterious and often challenging, Central America's most diverse country offering landscapes and experiences that have been captivating travelers for centuries, where words are not enough to describe us and the only way to understand it is through personal experience.

Nowadays, Hospitality for us at Porta Antigua, is considered an art, which we transmit through unforgettable experiences, becoming, the best host during your stay in Antigua Guatemala. We are a hotel committed to sustainable tourism, we strongly believe in the preservation and efficient use of our natural and historic resources.

La Antigua Guatemala, located in the heart of three magnificent volcanoes with a history that dates back to the mid sixteenth century, has been awarded by Wanderlust Travel Awards with the recognition of Top City 2009. Besides it was declared a World Heritage Site by UNESCO.

In November edition of 2009 and 2010 magazine Condé Nast Traveler selected La Antigua Guatemala by more than 25,000 readers as one of the Top Ten cities in the Americas. This historic and charming city is a place for inspiration, experience, learn and relax. Porta Hotel Antigua has also

been chosen by the readers of this magazine as one of the Top 5 hotels in Central America.

We wish to continue providing unforgettable experiences please fill out the survey form located on the desk of your room. Your comments and suggestions are very important for us.

We invite you to discover and enjoy our experience, an art that seeks to revive the timeless tradition, common to all cultures, to offer the best to our guests. I invite you to explore the Porta Experience. Welcome.

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Andreas Kuestermann  
Director / Porta Hotels



Our culture is identified as the passion for service that continuously evolves and typifies the co-worker as the main actor for success and leadership of our company in the destinations where we operate.

# OUR STORY IN 384 *words*

We began to work under the name of Hotel Antigua in the colonial city of La Antigua Guatemala, in 1948, with a group of enthusiastic businessmen who trusted on the future of La Antigua Guatemala as one of the best tourism destinations in Central America. At that time we only had 16 rooms and offered our guests the services of restaurant and bar. As the years passed, the number of rooms increased to 60, each and every one of them respects the traditional heritage of this charming city, prevailing in them cultural and mystical atmosphere.

Since our beginnings we have outstood for our tradition of good service and our national and international cuisine, also for the magic of the beautiful gardens and the imposing presence of the Agua Volcano in our landscape.

In early 2001 we joined the chain Porta, the name which we are known today. In that year, we began an integral plan for the hotel's renovation and expansion. All existing rooms were remodeled, built additional and meeting ones.

Furthermore we remodeled and expanded restaurant and bar area, and built and relocated the main entrance and lobby.

Today the needs of tourists and foreign visitors are very varied, and that is why we intend to be at the forefront of these requirements, presenting different projects of the new generation of Porta Hotel Antigua which include: among others, new rooms with comfort and luxury to satisfy the expectations of our guests and visitors, as well as exclusive innovating services in our Spa. This is a new evolution and development based on international class hotels but keeping all the warmth of Guatemala.

We pursue a growth strategy based on creating value for all those who are involved in the performance of operations, sustained profitability and the valuation of the brand, to create one of the most recognizable hotel systems in the region, through excellence in service.

We contemplate a constant growth and expansion of facilities, responding to the needs and acceptance of all our customers.

Thank you very much to all our partners for their commitment and service provided everyday to fulfill our mission, also to our suppliers for their continued support.

Whatever the reason for your visit is: business or pleasure, you will always receive our highest commitment to provide a unique service.

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[www.portahotels.com](http://www.portahotels.com)  
facebook/PortaHotelAntigua  
Twitter @portahotels  
Instagram @portahotelantigua

A photograph of a cobblestone street in a historic town. The buildings are painted in vibrant colors, including yellow and blue. A black wrought-iron street lamp is mounted on the wall. In the background, a yellow clock tower with a blue face is visible, along with a mountain range under a clear blue sky.

# OUR POLICY

**General Sustainability Policy:**

Provide an overview of our corporate vision which is focused on good environmental and socio-cultural practices. Ensure that legal requirements are met as well as healthiness, safety and community support.

**General policy against sexual exploitation of children and adolescents:**

As part of social responsibility and respect for the fulfillment of the rights of children and adolescents who visit us, we reject and commit to take action against those who use tourism, facilities and / or services, to promote, facilitate or tolerate sexual exploitation of them.



## VISION

Through our human capital, be leaders in hospitality based on our culture, principles and values.

## MISSION

Exceed the expectations of our customers and guests, continually offering an innovative product and service, and promoting social and environmental responsibility to generate development opportunities to employees and to obtain an acceptable return for shareholders.

# CALL

## PHONE EXTENSIONS

To communicate between rooms press 2 followed by the room number. In case of questions, requests or need customer service, **please contact service center (9)**.

2910

Housekeeper

642

Recepción

2920  
2921

Bell boy

2911

Laundry

2990

Los Moros  
Restaurant

2620

Bar

2724

Business center

2318

Spa

2301

Concierge

627

Customer  
Support

2610

Room service

2934  
2922

Reservations



# STAY

We have the following kind of rooms:

**MASTER  
SUITE**

**JUNIOR  
SUITE**

**PREMIUM**

**DELUXE**

**STANDARD**

We have rooms specially equipped for people with special needs or wheelchair.



## LOS MOROS RESTAURANT

Offering international,  
traditional and national  
cuisine.

Open from:  
6:00 to 22:00

## EL CONQUISTADOR BAR

Offering a menu of snacks  
Open from:

10:00 to 23:00, Sunday to Thursday,  
10:00 to 01:00 pm, Fridays, Saturdays  
and holidays.

**BBQ and buffet on Sundays  
and holidays.**



# BANQUETS

*and conventions*

Our Convention Center has 8 rooms with capacities from 10 to 400 people. Designed to meet the highest expectations of our customers provides audiovisual equipment, wireless Internet connection and more, for any corporate or social event. Our gardens and courtyards can serve more than 300 people, they are the perfect and gorgeous setting for social events such as weddings, first communions, birthdays, anniversaries, among others.

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Our staff will be happy to assist you by showing our menus and making budgets for cocktail parties, banquets, lunches, buffets, dinners and coffee breaks. Additionally, we offer excellent catering services for events held outside.

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For more information contact the service center or head office:  
(502) 2244-0600,  
[info@portahotels.com](mailto:info@portahotels.com)  
[portahotels.com](http://portahotels.com)  
[facebook.com/portahotels](https://facebook.com/portahotels) ,  
Twitter @portahotels  
Instagram @portahotels.

## AMENITIES

We designed our own exclusive line of amenities 502 (FIVE ZERO TWO) inspired by our legendary Selva Maya. You can find the amenities in the bathroom, next to the sink or in your room.

## PURIFIED WATER

We are committed to sustainable development. We believe that economical progress and respect for environment can be conciliable. We stand for and promote integration of all kind of projects, respecting the environment and legislation, reason why we've joined **Ecofiltro**: a water purification system tested by the most advanced water sanitation controls in the world. Results, have been above 99% of purity. **For more information visit: [ecofiltro.org](http://ecofiltro.org)**

The faucet water is not drinkable. If you need water bottles you may order them at the bar or restaurant paying an additional cost.

## BAGGAGE HANDLING/ BELL BOYS

Baggage storage service is available if needed. **Please dial 9 to request service.** Open 24 hours.

## BUSINESS CENTER \*

Located at Los Rosales building, across the street of the main entrance. This service is available from Monday to Sunday from 8:00 am to 20:00. We have fax, computer rental, printing, copying, projector, internet access, video, print or photocopy of acetates.

## HEALTH CARE\*

We have 24-hour medical service. If you need any medicine, the drug store brings it before 21:00.

**For more information, please contact the service center by dialing 9.**

## BANKS

Most banks in the system have branch offices in the city. **Please dial 9 for more information.**

## HOUSEKEEPING

If you require any additional services such as laundry, towels, extra pillows, etc. **please dial 9 to request the service.** We ask you to place the card "You come at the right time" on the door of your room, if you want the housekeeper to clean it before noon.

## NEWSPAPER

Copies of the nation's leading newspapers are available at the restaurant.

## ICE

All our ice is made with potable water. **Please ask room service, extension 2610.**

## WIFI

Available in public areas and rooms.

## READING ROOM

Located at "Las Chimeneas" lobby. Friendly atmosphere and varied reading material is available.

## HAIR DRYERS

All rooms have a hair dryer located in the bathroom.

## SAFETY DEPOSIT BOXES

Your room has a safe box, follow the instructions. You are the only one who has access to it, we suggest you to use a combination that is familiar or to write it down in a safe place. Please leave it open when you definitely leave.

## CURRENCY EXCHANGE

Can be requested at the reception. We accept U.S. dollars and Euros. By day there is a limit of exchange rate : USD 50.00 per room.

## CONCIERGE

Located in the lobby, he can assist you in any inquiry about our installations or the city. Available Monday to Sunday from 8:00 to 20:00.

## PARKING

We have wide parking: El Dátil. Located one block away from our installations.

## TRANSPORTATION IN THE CITY \*

Taxis are available 24 hours. Bicycles, and moto-taxis only during limited hours. **Contact the service center for more information.**

## VALET PARKING

Valet parking is available for Q25 everyday. With transportation to and from the Hotel.

## LAUNDRY \*

In the closet of your room is available a bag and a laundry list. Please fill out the list and leave it on the bed next to the bag with your clothes, before 9:00 a.m. (the clothes will be returned the same day). Dry cleaning service is offered outside our laundry; please dial 9 if you require this service.

## PRIVACY IN YOUR ROOM

Please place the card "no disturb" sign on the door of your room, if you do not want to be bothered.

## WAKE-UP CALL

Please contact reception the night before by dialing 9, indicating the time for the wake up call.

## LONG DISTANCE CALLS \*

Please follow the directions on the phone in your room or dial 9 for further assistance.

## LOST AND FOUND

Our housekeeper will keep lost and found items for one month.

## AIRPORT TRANSFER\*

Private transfer from and to "La Aurora" International Airport at Guatemala City. Reservation needs to be requested at least 24 hours before. **Please dial 9 or ask the concierge.**

## WHEELCHAIR

Available in the service center. We have special ramps in public areas for people with special abilities.

## SHOE POLISH

A service provided to our guests or visitors to promote development opportunities for some locals. You can get it by paying an extra amount of Q. 5.00.

## IRON AND IRONING BOARD

Some rooms have irons and ironing board located in the closet. If you do not have this service, you can request it to a housekeeper.

## RESERVATIONS \*

If you want to extend your stay, reserve for a future visit, stay or visit Porta Hotel del Lago Atitlan, Sololá, please contact reception or our central office phone: (502) 2244-0600, [info@portahotels.com](mailto:info@portahotels.com), [portahotels.com](http://portahotels.com) or [facebook.com/portahotels](https://facebook.com/portahotels)

## GYM

Located at La Plaza Central, alongside the spa. Open every day from 6:00 am to 21:00 with cardiovascular equipment and weight machines. You can enter using the electronic key of your room.

## BABYSITTER\*

You may ask for a babysitter by dialing 9, additional fees are applied. You can also use Porta Kids House, available on weekends and on local holidays from 10:00 to 17:00 free of charge; from 17:00, additional fees apply.

## MAIL AND PACKAGES \*

Guest post, mail or packages are received and delivered at our reception.

**Our address is 8va. Calle Poniente No.1, La Antigua Guatemala, Sacatepéquez, Guatemala, Central America ZIP CODE 03001.**

## COMMITMENT TO THE ENVIRONMENT

We are committed to the care and conservation of the environment, and we also want to invite you to contribute to this cause. In your room you can leave the towels on the shelf if you want to re-use them or on the floor if you want them to be replaced.

You can also ask for your bed sheets not to be replaced by leaving the sign "Join the wave of change" on top of your bed. By doing this you will help to reduce the daily use of water, detergent and energy consumption.

We also invite you to turn off electrical equipment (air conditioning, television or the lights for example) when you leave your room. In the same way, please, close the water faucets when you are not using them. **For more information contact service center.**

Services marked with \* have an extra charge and need to be pre-order.

# R

## Recreation

### PORTA KIDS HOUSE

Open Saturdays, Sundays and holidays from 10:00 to 17:00.

We have trained staff to take care of your childrens while you enjoy our instalations. We also have a playground in the garden.

### TOURS\*

There are many places to visit. A la Carte Tours, in our lobby, offers a wide variety of choices ranging from relaxing walks and themed tours to exciting tours or canopy, in the mountain forests.

### GARDENS

Enjoy a wide variety of trees, plants, flowers and tropical birds. Admire the parrots and macaws but please do not feed them, they have an special diet. Do not let your children get too close or try to touch them.

### POOL

We have two swimming pools heated by solar energy. The first one is in the main building and has an area for childrens.

The second one is in the annex, through the tunnel. We do not have lifeguard, so use it at your own risk. It requires the use of a bathing suit. Open 9:00 am to 9:00 pm.

### TENNIS AND GOLF \*

Courts available in private clubs. Contact reception for more information.

### CEIBA PORTA SPA

Ceiba Porta Spa. The feeling of satisfaction well being and wholeness will be incopamparable after enjoying our services with an innovative concept of spas in Guatemala.

Located in the main building, next to the gym.

Opens Monday to Sunday from 7:00 to 19:00. Facilities include: beauty salon, manicure, pedicure, haircuts, hairstyles, makeup for weddings, 4 cabins for massages and treatments, relaxation area, couples suite, wet and dry sauna, bathhouse, fitness room with weights and equipment for cardio. Get yourself to a new state of mind and enjoy our menu of massages from 60 to 90 minutes, (Thai massage, relaxing, holistic, hot stone), relaxation Ritual, peels, wraps, facials and other services. Comfort Zone products are available at the best spas in the world, **see our menu of services or call to extension 2318.**

Services marked with \* have an extra charge and need to be pre-order.



# DISTRIBUTION

*of our 110 rooms*

LOS ROSALES

| LA PLAZA CENTRAL

| LAS CHIMENEAS



92 available channels. On channel 2 of your TV set you can check them and their programming guide.

## CHANNEL NUMBER

## NAME

## CLASIFICACION

2	Programming guide	Guide
3	National	Entertainment
4	XEW	Familiar
5	Sony	Familiar
6	FOX LIFE	Familiar
7	Televisiote Nacional	Entertainment
8	FOX	Familiar
9	Azteca Trece	Familiar
10	AXN	Familiar
11	Teleonce Nacional	Entertainment
12	Warner	Familiar
13	Trecevisión Nacional	Entertainment
14	Cartoon Network	kid`s
15	Boomerang	kid`s
16	Nick	kid`s
17	Disney XD	kid`s
18	Discovery Kids	kid`s
19	Disney Channel	kid`s
20	Disney Junior	kid`s
21	Discovery	World
22	H&H Home & Health	World
23	Canal Antigua	Familiar
24	NatGeo	World
25	The History Channel	World
26	TLC	World
27	Investigation Discovery	World
28	A&E	World
29	Animal Planet	World
30	BIO	World
31	ESPN	sports
32	ESPN 2	sports
33	FOX Sports	sports
34	FOX Sports 2	sports
35	FOX Sports 3	sports
36	TDN	sports
37	TBS	Entertainment
38	Azteca Novelas	Entertainment
39	Guatevisión	Entertainment
40	Tlnovelas	Entertainment
41	E! Entertainment Television	Entertainment
42	Azteca Guate	Entertainment
43	Infinito	World
44	Cinecanal	Movies
45	CineMax	Movies
46	The Film Zone	Movies



**CHANNEL NUMBER****NAME****CLASIFICACION**

47	Universal	Movies
48	Studio Universal	Movies
49	TCM	Movies
50	Golden	Movies
51	De película	Movies
52	FX	Movies
53	MGM	Movies
54	TNT	Movies
55	Cine latino	Movies
56	CNN Latinoamérica	International
57	CNN	International
58	BBC World News	International
59	HLN	International
60	Tve	International
61	Utilisima	Entertainment
62	MTV	Music
63	Telehit	Music
64	Dinamo 1850	Music
65	RitmoSon Latino	Music
66	Bandamax	Music
68	VH1	Music
69	Mixplay TV	Music
70	TN 23 Nacional	Entertainment
71	TV5 Monde Amerique Latine	International
72	TVe Televisión Española	International
73	CBS	International
74	Tiin	Entertainment
75	Space	Entertainment
76	Casa	Entertainment
77	Exa tv	Music
78	TV chile	Internacional
79	Antena 3	Internacional
80	DW	Internacional
81	Televos	Culture
82	Caracol	Internacional
83	VEA	Religion
84	Canal 27 El canal de la esperanza	Religion
85	Canal 63 Arquidocesano	Religion
86	Maria Visión	Religion
87	Telesiete Nacional	Entertainment
88	EWTN	Religion
89	Enlace	Religion
90	3 Abn Latino	Religion
91	3 Nacional	Entertainment
98	MP	Movies
99	Sony SPIN	Movies

## ADITIONAL INFORMATION

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### ELECTRICITY

Electrical current is  
120 volts / 60 Htz.



### WINTER:

May / October  
26.6° C (max)  
16.5° C (min)

The coldest months  
are November,  
December and  
January. During  
the winter, in the  
evenings usually  
rains.



### SUMMER:

November / April  
27.1° C (max)  
12.3° C (min)



### CHECK IN

15:00

### CHECK OUT\*

11:00 horas.



### TAXES AND GRATUITIES

The value added tax  
(VAT 12%) applies to all  
products and services we  
provide . The tourist tax  
(10%) is applied to the  
room rate. We  
recommend a 10%  
service charge on food  
and beverage  
consumption. In groups  
of 20 or more, 12% will be  
applied The tips  
suggested for other  
services are: bell boy  
US\$ 3.00 per person  
entry-exit,  
waitress US\$ 2.00 per  
night.

## IMPORTANT

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Please contact reception if you need extra time, they will try to accommodate, according to our availability.  
Important: if we had no communication from the host, and their luggage remains in the room after the scheduled time of check out, it will be taken by staff of the hotel (luggage or belongings in the room)  
at our central warehouse in service, where you can pick them presenting identification.



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## AIRLINES

In reception we can assist with reservations and everything related to your trip. The following airlines fly to Guatemala:

Iberia	Aeroméxico
Interjet	American Airlines
Spirit Airlines	Avianca
TAG	United Airlines
Volaris	Copa
Wamos	Delta
Continental Airlines	



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## GUATEMALA CURRENCY

Quetzal (Q)

## CREDIT CARDS

We accept Visa, Master Card, American Express, Discover and Diners

## CHECKS

We do not accept personal checks.



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## CONTACT US

### Sales Offices

#### in Guatemala city

13 calle 7-74, zona 9, local No. 2 Plaza Princess, Guatemala, Centroamérica.

Phones (502) 2244- 0600, 2361-9683 at 85  
Fax: (502) 2361-9667 / 2332-2100

portahotels.com  
info@portahotels.com  
facebook.com/portahotels  
Twitter: @portahotels  
Instagram: @portahotels

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### In Antigua Guatemala

8a calle poniente No.1, La Antigua Guatemala, Sacatepéquez.

Tel: (502) 7931-0600  
Fax: (502) 7832-0807

info@portahotels.com  
portahotels.com  
facebook/portahotels  
Twitter: @portahotels  
Instagram: @portahotels

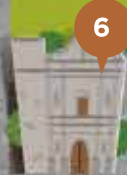
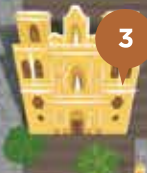
# LA ANTIGUA GUATEMALA

La Antigua Guatemala city maps are available at reception.

- ① San Sebastián
- ② La recolección
- ③ La Merced
- ④ San Jerónimo
- ⑤ Santa Catalina
- ⑥ Capuchinas
- ⑦ Palacio del Ayuntamiento
- ⑧ Compañía de Jesús
- ⑨ Catedral
- ⑩ Casa k'ojom
- ⑪ Palacio de los Capitanes Generales
- ⑫ Universidad de San Carlos
- ⑬ Hospital de San Pedro
- ⑭ Santa Clara
- ⑮ San José Viejo
- ⑯ San Francisco
- ⑰ Escuela de Cristo
- ⑱ Mercado Municipal
- ⑲ Casa Encantada
- ⑳ Porta Hotel parking

## IMPORTANT FACTS OF LA ANTIGUA GUATEMALA: \_\_\_\_\_

- **ORIGINAL NAME OF THE CITY:**  
Santiago de Los Caballeros de Guatemala.
- **OFFICIAL NAME OF THE CITY:**  
La Antigua Guatemala.
- **DIRECTIONS:**  
From La Aurora International Airport (area 13) in Guatemala City, take a taxi or private transportation (shuttle service) to go to La Antigua Guatemala directly. The road that any transport will take is the CA1; after reaching the town of San Lucas, take the RN10 to La Antigua Guatemala.
- **LOCATION:**  
Department of Sacatepéquez, Guatemala's central area, 45 kms. from Guatemala City.
- **SUGGESTED CLOTHING**  
Summer is a dry season (from November to late April); light clothes during the day and evening. Eventually wear sweater or jacket at night. December and January are the coldest months of the year.  
Winter or rainy season (May to late October); wear light clothes by day and in the afternoon sweater or jacket. In the evening umbrella.





# *sustainable* **TOURISM**

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We do not approve or encourage in any way the sexual exploitation of children, adolescents and / or adults

We support and disseminate cultural, sporting, recreational or welfare of surrounding communities under consultation with them.

We do not promote or accept child labor.

We respect habits, values, rights and traditions of the towns where we are as well as ethnic and gender equality.

We encourage the use of services and products of micro, small and medium enterprises, especially those of sustainability.

We promote the recruitment, training and development of local personnel in all ranks of the company.

We promote the manufacture and purchase of handicrafts and other local products and services.

We do not hinder the provision of basic services to neighboring communities.

We support and promote the understanding and respect of indigenous cultures and customs.

We provide information and encourage to visit touristic sites and local communities.

We are not involved in the sale, trafficking or display of archaeological items / objects or historic national heritage unless with the permission (in case of exhibition).

We participate and support development initiatives. Particularly tourism, with the consent of those concerned.

We are against: the sale, extraction and exploitation of flora and fauna in danger of extinction. Sale and / or trafficking of archaeological and historical artifacts of our culture. we do not approve in any way such actions by our employees.



# *responsible* **TOURISM**

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We are making significant efforts on environmental, socio-cultural and business issues.  
You can help protect the environment with some very simple practices such as:

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You can help to reduce the use of hundreds of gallons of water and detergent by leaving your towel hanging in the bathroom, which means you'll use again. Likewise, for more than one day, we wash your clothes until the third day, if you want them more frequently washed, please tell the housekeeper.

In natural areas such as forests, seas, lakes, rivers and parks, leave your trash in proper containers. Many wild animals die from ingesting bags, bottles or other objects thrown by people.

Make good use of water by turning the faucet off when not needed.

Turn off lights, TV and air conditioner before leaving your room.

In public areas leave the trash in appropriate containers. We send recycling plastic bottles of drinks, please separate them.

Support the conservation and non-exploitation of wildlife; do not buy products made from plants or animals in danger of extinction.

For more information of environmental, socio-cultural and business activities by us, please contact the management in the service center.







## ANTIGUA *Guatemala*

La Antigua Guatemala, sleeping city in the time, venerable past, together with its people and traditions make it one of the most charming spots in the world. Travelers are back in time and wander between poetry and history, between crumbling walls and bougainvillea on roofs, between silences and legends, hand craft workers and smells of incense and candles. It is a city that speaks and evokes from its streets, from their places, from monuments in ruins, the story that sometimes the imagination complete.

The history of Guatemala City began in 1524, when colonial times, Spanish Pedro de Alvarado founded the vicinity of Iximche, Cakchiquel Indian capital, the city of Santiago de los Caballeros de Guatemala. Here he remained until 1526, where due to conflicts that arise with the natives of the place, must move continually to choose in 1527 Almolonga Valley (now Ciudad Vieja), as a place to formally launch the city. And so began the construction of some buildings with poor materials, and selected land for the construction of houses, churches and other uses. But in September 11th, 1541, after constant rains coupled with a strong earthquake, a strong current flood of water and mud from the nearby volcano (since then called Volcán de Agua) that destroyed the city, leaving it in ruins. Then, they moved to the nearby valley: Panchoy, this valley had a pleasant climate, the land was fertile and abundant water, the only drawback was its

proximity to the Agua, Fuego and Acatenango volcanoes, but despite this, on March 10th, 1543 starts the third settlement of the city, this time based on a design developed by engineer Juan Bautista Antonelli.

After the emergence of numerous buildings, and because it was highly seismic area, the city suffered several earthquakes, however new buildings were built on what was still standing. But in 1773, due to the magnitude and continuity of the earthquakes in July and August, the city was in ruins, so that their neighbors are forced to leave and move to the Valley of the Hermitage, in where currently sits the capital of Guatemala.

La Antigua Guatemala, so called to differentiate it from Guatemala City, is considered a World Heritage City by UNESCO in 1979, not only because it marks the Guatemalan colonial era but also for the preservation and beauty of its Baroque architecture, with its own characteristics.

ENJOY  
— *the* —  
STAY

ATTRACTIONS IN  
LA ANTIGUA GUATEMALA  
AND ITS SURROUNDINGS

## MUSEUMS AND CULTURAL CENTERS:

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### WEAPON MUSEUM OF SANTIAGO:

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This museum presents a comparative sample of the weapons used by the Spanish and Indians in the conquest.

### POPENOE HOUSE:

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XVII century colonial house, now considered a museum.

### COLONIAL ART MUSEUM:

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This important museum occupies the building that was home of the University of San Carlos de Borromeo in colonial times. You can admire paintings and sculptures of that time.

### MUSEUM OF THE ARZOBISPAL, SAN JUAN DEL OBISPO PALACE:

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Offers guided tours service to show a collection of sculptures, paintings and altar-pieces from the colonial times.

### FORMATION CENTRE OF SPANISH COOPERATION AECID

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In 1994, the city of La Antigua Guatemala, which owned the building, gave the right to use it to AECI for the creation of Latin American Centre for Development Training. Located inside the monument Compañía de Jesus, it currently has three cloisters with 18 classrooms, 4 exhibition halls, a dining room, kitchen and library and a documentation center.

### CULTURAL CENTRE CASA SANTO DOMINGO:

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Is located in the building that became known as Colegio Santo Tomas de Aquino and now is a hotel with six museums (colonial, archeology, imagery, skeletons, and exhibition of handicrafts) and two workshops, a sale of candles and other pieces made from stone, clay and glass.

### EL SITIO CULTURAL CENTRE:

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Is an association that works for the cultural diversity and sustainable human development, giving special priority to young Guatemalan artists, it promotes the artistic and cultural expression in all its forms (music, theater, dance, painting, sculpture, literature and cinema) as well as other activities that are related to cultural development.

### LA AZOTEA CULTURAL CENTRE:

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It has three interesting museums: Casa K'ojom is a music museum exhibit featuring pre-Columbian Mayan musical instruments; Museo del Café shows the history and description of the process of coffee at Rincón Sacatepéquez, exhibiting costumes from different regions of Guatemala and crafts. Finca La Azotea offers practical facilities for equestrian, wine tasting and visits to the coffee plantation.

### LIBRO ANTIGUO MUSEUM:

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Inside is a replica of the first printing press that operated in Guatemala in 1660.





## MONUMENTS AND COLONIAL HERITAGE:

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### CHURCH AND CONVENT LA MERCED:

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The exquisite Baroque facade shows an extraordinary ornamentation work done in stucco. Inside the monastery you can also see one of the largest fountains of the city.

### CLOISTER OF SAN JERÓNIMO:

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Its construction dates back to 1759. A few years later, Spanish authorities decided to install there the offices of the Royal Customs.

### TOMB OF RAFAEL LANDÍVAR:

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Monument to the great colonial poet Rafael Landivar. Born in Santiago on October 27th, 1731 and died in Bologna, Italy in 1793. He studied at the College of San Francisco de Borja, the Royal and Pontifical University of San Carlos, and in 1755 was ordained a Jesuit priest in Mexico. In 1767 King Carlos III, expelled from his domains to the Jesuits, so Landivar moved to Bologna, where he wrote the most important of his works: *Rusticatio Mexicana*, literary work of great beauty dedicated to his hometown.

### ERMITA DE SAN JOSÉ EL VIEJO:

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Its construction was due to the lack of a place to venerate the image of San José, created by La Antigua Guatemalan sculptor Alonso de Paz. Initially built like a modest chapel, but was closed because it didn't have the license of the king. Years later, granting the permission, the construction continued in 1761 until the temple that we now see. Two years later there was held the feast of San José, and El Viejo, to distinguish it from the parish of San José, located in the lobby of what was once the Cathedral of Santiago.

### CATHEDRAL:

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It was not until 1680 that it acquired the grandeur whose remains we actually see. According to some historians, the catacombs are the mortal remains of the Conqueror Don Pedro de Alvarado.

### CITY HALL PALACE:

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Built in the seventeenth century, was the prototype of the Palacio Real. Its design and construction is attributed to the architects Luis Navarro Díaz, Juan de Dios Aristondo and Diego de Porres. The facade has double arches with Tuscan columns of massive stone, the east wall is lined with carved stone. Actually it harbors the municipal authorities of the city. Here, you will also find the Weapon Museum and De Santiago Museum.

### CONVENT OF SANTA CLARA:

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Originally founded by a group of Poor Clare Nuns from Puebla, Mexico, in 1699.

### CHURCH AND CONVENT OF SAN FRANCISCO:

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In this temple is the tomb that holds the mortal remains of Saint Hermano Pedro de Betancourt, who performed in the colonial period a lot of charity, worked to help the poor and attributed with miraculous qualities.

### CONVENT OF CAPUCHINAS:

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Was the last female convent founded in the city. One of the biggest attractions is the impressive tower with circular configuration of 18 cells.

## CHURCH AND ARC OF SANTA CATALINA:

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In 1609, four nuns of the Convent of the Conception obtained permission to establish the Santa Catalina Convent, the second in the city, opened on September 15th, 1647. By the end of the century the population of nuns had grown so much that it took an additional land to serve as a garden, which was placed on the opposite side of the street. To maintain the conditions of the cloister was built the arch in which the nuns could transit without visual contact with the outside. This was completed in 1693 and rebuilt in the nineteenth century.

## SAN SEBASTIÁN CHURCH:

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Was considered a Chapel because it was located on the outskirts of the city; it was one of the few temples which work after the earthquakes of 1773. However, until the earthquake of 1874 and due to the damage of the building, it was evacuated and abandoned. Their rescue has been slow because of the magnitude of the damage; now only the part of its facade are visible. Some of the images belonging to this temple are located in the Church of La Merced.

## CHURCH AND CONVENT LA COMPAÑÍA DE JESÚS:

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The set consisted in a school, a church and a convent. The construction of the temple was made by master builder Jose de Porres, and the school founded in 1582 is attributed to the architect Francisco Fernández Fuentes.

## FOUNT LAS DELICIAS:

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Famous because in its square is held "La Quema del Diablo" each December 7th .

## CHURCH AND CONVENT VIRGEN DE LA CONCEPCIÓN:

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This temple belonged to the Orden de la Concepción, built between 1623 and 1642. It covered almost 5 blocks, so it was probably one of the largest in the city, getting to host more than 900 people, including nuns, maids, slaves and students. It was damaged by the earthquake of 1717, and rebuilt in 1729, becoming at that time the richest convent in Central America. Then was the earthquake of 1751 and 1773 which left more damage to repair, until in 1774 it was abandoned. Currently, you can see the front of the convent full of the ruins of what was once the temple.

## TEMPLE AND HOSPITAL OF SAN PEDRO APÓSTOL:

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Its hospital construction was provided by Juan Pascual and Jose de Porras, who finished it in 1662 and in 1675 the temple. Damaged by earthquakes, only the hospital could continue to function, even after 1773. In 1865, the temple and the hospital were rebuilt and remodeled by order of the Sisters of Charity, to continue offering their services. Continuing the social work initiated by the Hermano Pedro de Betancourt, in charge of the Order of the Franciscans serving poor people who suffer from any physical and mental health.

## TEMPLE AND MONASTERY SAN FELIPE NERY (ESCUELA DE CRISTO):

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Was originally the place where the Order of the Franciscans built its first chapel in the Captaincy General of Guatemala. It was damaged by several earthquakes and completely destroyed in 1717. Then, as headquarter of the congregation of San Felipe Nery, was commissioned to rebuild to the chief architect of the city, Diego Porres. Here veil to Santo Hermano Pedro de Betancourt, before moving to the Temple of San Francisco el Grande, where he was buried. It is famous for the art of painting and sculpture that are worshiped inside.

## TEMPLE AND MONASTERY SAN FRANCISCO EL GRANDE:

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It has the richest pieces of colonial art. It is the most visited temple because in one of its chapels is the tomb of Saint Hermano Pedro de San Jose de Betancourt, and also for being one of the most fervently frequented religious traditions . It was built between 1575 and 1590. Rebuilt several times until it was built almost entirely in 1773. In the nineteenth century, built the chapel of the Franciscan Third Order in 1817 there was placed the tomb of Saint Hermano Pedro until 1991, which was transferred to a special tomb where it remains today.

## LA RECOLECCIÓN CONVENT:

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Beautiful colonial monument, now in ruins, home of the Order of Friars Recoletos, Concluded by 1715.



## NATURAL DESTINATIONS:

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### VALHALLA (TOUR PLANTATION MACADAMIA NUT):

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Experimental farm located about ½ mile before San Miguel Dueñas. Enjoy and observe natural macadamia, chocolate and macadamia and also you can buy cosmetics. It has a volunteer service program available to people who are related to the field of agriculture.

### AGUA VOLCANO:

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Located south of the city. Not in activity, however, has been one of the most destructive and decisive in the history of the city of Santiago de los Caballeros. For lovers of mountain climbing is a good choice because it can be done on foot, horseback or climb one part by SUV car.

### FINCA FILADELFIA:

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Is an eco-tourism initiative that combines the familiar excitement of the canopy with the observation of landscapes, flora and fauna. It features a number of platforms for canopy located on the tops of trees or built in stone and communicated with 8 sections ranging from 50 to 520 meters in length in heights of 12 to 150 meters. Finca Filadelfia is a coffee farm where you can watch the entire process of coffee, from harvest until toasted.

### FINCA DEFAY:

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Located in Santa Maria de Jesus, grows more than a dozen varieties of grapes and the quality of its production competes internationally.

### CANOPY:

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In order to complete their experience, the canopy tour offers excitement, beautiful views, flora and fauna contemplation.

### FINCA LOS NIETOS:

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Small and cozy coffee plantation surrounded by gardens, where you can see the planting and processing of coffee in a traditional way. The owners are the guides so their service is more personalized.

## WHERE TO BUY?

### HANDICRAFT MARKET:

This market exhibits interesting variety of craft products, made by true craftsmen Antiguan.

### LOCAL MARKET:

The busiest days are Monday, Thursday and Saturday. It shows the marketing of agricultural products, as well as the color and variety of costumes worn by the sellers.

### LA CASA DEL JADE:

This is the first and largest jade factory in the city. It has a museum, showroom, exhibition and much information about the Maya worldview. The museum displays a unique collection of 58 pieces of different cultures of Mesoamerica and in the end you can see the largest exhibition of gems of Central America, with unique colors of jade, which is only found in Guatemala.

## ORGANIZATIONS AND COMPANIES TO VISIT

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### OPEN WINDOWS:

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This organization operates in San Miguel Dueñas, 15 kms. south of La Antigua Guatemala. Initially founded a library, but classes were extended to provide reinforcement for children who need them. Taught computer classes and maintain other educational activities.

**Calle Real, 3-43 zona 1, San Miguel Dueñas.**  
**7834-0292**  
**openwindowsfoundation.com**

### PROBIGUA:

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This is a Spanish Academy and organization that supports social projects in the area. Open libraries in small towns and give scholarships to poor children. They need and welcome volunteers to support not only this project but also from other organizations.

**6ª. Avenida norte #41-B, La Antigua Guatemala.**  
**7832-2998 / 7832-0860**  
**probigua.org**

### CIRMA (CENTRE FOR REGIONAL RESEARCH IN MESOAMERICA)

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A non-profit Guatemalan foundation dedicated to preserve the national historical memory, develop and promote research of the highest quality and training of leaders in the field of social sciences in Mesoamerica.

**5ª calle oriente # 5, La Antigua Guatemala**  
**Phone 7931-0300**  
**cirma.org.gt**

### WINGS

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Organization dedicated to provide Guatemalan families the opportunity to improve the quality of their lives through education and access to family planning and reproductive health. Its orientation is directed towards men, women and adolescents.

**9ª calle poniente, Residenciales El Rosario casa # 3, La Antigua Guatemala.**  
**Phone 7832-5130**  
**ingsguate.org**

### OBRAS SOCIALES DEL SANTO HERMANO PEDRO

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Organization dedicated to health and care of people unprotected, offering free or at token prices surgery services, general medicine, medical conferences for specific ailments, gives home and assists disabled children and the elderly, children attending day care, attend young adults with addictions and alcoholism. Is maintained with donations from altruistic and get volunteers to help in any area.

**6ª. Calle oriente # 20, La Antigua Guatemala.**  
**Phone 7832-0883**  
**obrashermanopedro.org**

### PRECIOUS HANDS

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Precious Hands  
It is a for-profit company dedicated to support the artisans to produce, promote and sell their handmade crafts in the markets of the world.

**5ª avenida sur # 11, La Antigua Guatemala**  
**4106-6766**  
**manospreciosas.com**

## SURROUNDING COMMUNITIES TO VISIT

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### SAN ANTONIO AGUAS CALIENTES:

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F

Famous for the quality of the tissues that produce their weavers, the ones that are grouped in cooperatives. It has quiet and simple buildings. A few meters from the town park you will find some of the local sale of textiles.

**Location: 7 kms., from the city, road to Ciudad Vieja**

**How to get there? public transportation that goes to this town or through a tour operator.**

### SAN FELIPE DE JESÚS:

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T

Two kilometers from La Antigua Guatemala is a small town that annually becomes the center of pilgrimage, especially during the celebration of Lent and Easter. Inside the church is venerated the image of Christ being buried, possibly carved by the artist Quirio Cataño.

**Location: 2 kms., from the city to**

**Jocotenango road.**

**How to get there? public transport that goes to San Felipe or walking.**

### MIRADOR DE LA CRUZ:

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L

Located 1 km. From the city road to El Hato, you can enjoy a panoramic view of the city. This ascent can be done walking or by car but in both cases it is advisable not to do it alone, so the tourist police offers accompanying .

### SAN JUAN DEL OBISPO:

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F

Famous town because there were located the first archbishop's palace, in Renaissance style. This palace was the residence of Bishop Francisco Marroquín. Today it is run by a religious order that gladly lets you get in and see the relics; in exchange you can give them a donation that is for their social work.

**Location: 4 kms., from the city, the road to Santa Maria de Jesus. How to get there? public transportation that goes to San Juan del Obispo, walking or in bicycle.**

### CIUDAD VIEJA:

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T

The place where you can see the Church of the Immaculate Conception, in Baroque style, built in the eighteenth century. The village of San Miguel Escobar, jurisdiction of Ciudad Vieja is believed to be the site of the second settlement of the City of Santiago de Guatemala.

**Location: 4 kms., from the city, taking the road to Escuintla.**

**How to get there? public transportation that addresses this town or through a tour operator.**



HOLIDAYS IN  
**ANTIGUA**  
*Guatemala*

## JANUARY

1 New year 6 Villaje San Vivar, fair.

## MARCH

10 Celebration of the transfer and final set of the city in the Valley of Panchoy.

## APRIL

20 Patron Santa Inés del Monte Pulciano, fair. 25 Santo Hermano Pedro Day.

**Easter activities with floating dates :** Every Friday of the month, vigil in a different church.

Every Sunday of the month, processions leave from different churches. Palm Sunday, sale of palm branches in the atrium of the Cathedral and in La Merced, religious activities in all the churches.

## MAY

1 Labor day 3 San Felipe village, fair  
La Cruz Day Celebration,  
Cerro de la Candelaria.

## JUNE

During the month village of El Hato fair. 24 San Juan Gascón Village, fair.  
San Juan del Obispo Village, fair. 29 Patron St. Pedro Las Huertas Village, fair. 30 Army Day

## JULY

5 Celebrations in honor of Santiago de los Caballeros 25 Santiago Apóstol Day (usually the festivities start one month before, from early June). Election Miss Antigua Floral Parade Theater Festival Food Festival The Roses Half Marathon Football Championship Concerts, exhibitions and festivals in many parts of the city. 26 Santa Ana Village, fair. 30 Celebrations of San Cristobal El Bajo Village. Canonization Anniversary of St. Hermano Pedro.

## AUGUST

First Sunday of August San Cristobal El Alto Village, fair. First week of August Salvadoran brothers' welcome with activities in the Calle del Arco. 15 Day of the Virgen de la Asunción Patron Saint of Jocotenango, fair. 24 San Bartolomé Becerra Village, fair.

## SEPTEMBER

14 and 15 Guardianía El Hato Village, fair. Parade and activities with school bands Torch Lighting ceremony in Central Park. 15 Celebrating Guatemala's Independence (there are previous activities such as parades, concerts, exhibitions, etc.) 21 Patron Saint San Mateo Milpas Altas, fair.

## OCTOBER

1 Children's Day Celebration in Central Park. 20 Revolution Day, 1944

## NOVEMBER

Annual procession of Buried Lord of La Escuela de Cristo church. 1 All Saints Day (from a day earlier near the cemetery of San Lazaro, a fair is installed. Fiambre (traditional food of the day) is made. Concert: funeral marches play in the General Cemetery. 25 Santa Catarina Bobadilla Village, fair.

## DECEMBER

7 Burning the Devil (at 6 pm, in Fountain de las Delicias, 4th Street East and Callejón de Concepción, near the Convento de Concepción). 8 Fair, around the Convento de Concepción. 12 Prayers of the Virgin of Guadalupe. 15 Las Posadas start. 24 Christmas Eve 25 Christmas, Prayer to the Virgin of La O, La Escuela de Cristo. 28 Day of the Innocents (play jokes on this day). 31 Party at the Calle del Arco and Central Park, starting from the evening with performances of folk groups and musicians, until midnight, with fireworks.



## FLOATING HOLIDAYS

Carnival Tuesday is played with egg shells and streamers. It's the Tuesday before Ash Wednesday.

Ash Wednesday begins.

The first five Sundays of Lent there is a procession of different villages of La Antigua, going through the city. On Friday, Via Crucis goes around Central Park and surrounding areas.

Easter week Solemn processions every day of the week throughout the city.

Corpus Christi is celebrated with processions around churches. The Cathedral looks colorful, and a fair around is located in the Central Park and Also in all villages of La Antigua Guatemala .

Visits to "Nacimientos" Around the second week of December there is a tradition of visiting churches and "nacimientos" in private homes.

## GENERAL HOLIDAYS IN LA ANTIGUA GUATEMALA

### HOLY WEEK:

Is the most outstanding tradition that stands for La Antigua Guatemala. It commemorates the passion of Christ through rituals, such as creating special altars in churches, processions, vigils, the Via Crucis, images and carpets that adorn the streets where processions pass.

The processions are marches through the main streets of the city that accompany images of Jesus of Nazareth, the Virgin of Dolores, or a saint.

Complemented by bands that play funeral marches of Guatemalan authors.

### CHRISTMAS:

Christmas celebration begins on December 24th at night with a familiar meeting in wich the typical Guatemalan tamal is present and the Christmas punch. Some churches hold special mass accompanied by choirs singing carols. At 12 pm you can hear the ringing of the bells and see the burning of fireworks, celebrating the birth of Jesus.

### LA QUEMA DEL DIABLO:

Is the date that marks the beginning of the end of the year's celebrations. In front of the church of La Concepcion, in front of the fountain of Las Delicias, a paper devil figure is burned. Each house also burns a little trash and papers, along with fireworks.

### PATRONAL DAY:

La Antigua Guatemala, formerly called Santiago de los Caballeros de Guatemala owes its name to Santiago, the main Apostle. His day is celebrated on July 25th date on which the town was founded in 1524. That is why every year special celebrations are held in his honor. A festival is celebrated with dances, civic and religious activities.

### CORPUS CHRISTI DAY:

Marks the sixtieth day after the celebration of Easter. This Thursday is one of the most important of the year. The town is preparing to announce the celebration with special music. After the mass, which is celebrated with particular fervor, the procession of the Holy Sacrament is accompanied by people who, candle in hand, follow with great devotion the tour on the main streets of the city.

### POSADAS:

As part of the religious traditions that take place before Christmas, are the posadas, which are small processions that begin on December 15th and represent the pilgrimage of the Virgin Mary and St. Joseph before the baby Jesus' birth. Groups of children sing carols accompanied by music, chinchines and tortoise shells.

Source:  
Sr. Adalberto Rodas Romero  
Magazine walking La Antigua  
info@turismocultural.com.gt  
antiguacultural.com

## CODE OF CONDUCT FOR THE GUEST WITHIN THE HOTEL

We reserve the right to refuse admission.

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Pets are allowed in designated areas.

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Any damage or loss caused by the host to our assets, property or equipment must be paid according to the value established by us.

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It is not allowed to enter firearms, explosives, flammable, drugs or similar substances.

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Check in time is 15:00, while departure is no later than 11:00 am, right to vacate the guest.

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To register, every adult must be identified by identity card, passport or current DPI.

All visits to the rooms are strictly prohibited, except those made under the authority of management. We reserve the right to evict the visitor.

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All gardens reception should not exceed 18:00.

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Every object of value or cash must deposit it in the safety box of your room or alternatively, 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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It's forbidden to smoke in any area of the hotel, based on Government Decree 74-2008.

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The contract of accommodation or / event reservation is finished for any of the causes listed in Article 871 of the Code of Commerce of Guatemala. If the guest refuses to vacate the room or leave, we 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 guest will pay in cash, credit or debit card. We reserve the right to accept or deny payment by personal check or business accounts.

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Any problem not foreseen in these Rules of Procedure will be solved in accordance with the provisions of Chapter 9 of the Code of Commerce of Guatemala.

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You are not allowed to entry food or beverages.

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In the ALL-IN plan is not allowed to take food or beverage outside of the same area where were served.

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Our ALL-IN plans are individual (not shared).

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The ALL-IN plan does not serves bottled beverages (restrictions apply).

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We are not responsible for items left at events (blankets, equipment, etc.) or during the stay

We are not responsible for the consumption of food or drinks that haven't been prepared by our staff.

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We are not responsible of the cancellation of contracts for reasons like: fires, earthquakes, strikes, or riots.

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Every reception or party at our convention center may not exceed 12:00 am. We will make additional charges per hour.

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Please do not feed the birds in our garden, they have an special diet.

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The entry to our restaurants or bar is not allowed if you are wearing a bathing suit.

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We are not responsible for the partial or total loss of goods, securities or vehicles in our parking lot

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All users park in our parking lot at their own risk.

We may evacuate the belongings of the guest's room, and get rid of any responsibility of them, they will be placed on our cellar, if necessary. We will proceed to charge the additional daily rate according to the Code of Commerce of Guatemala, Article 872.

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The luggage belongs to us for the amount of days it stays in our installations and because of this, it may be retained until the debt is cancelled, according to the Commercial Code of Guatemala, Article 870.

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We are not responsible for damages caused by third parties to vehicles or theft of items in it or the theft of the vehicle itself.

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All guests have access to our parking lot for free.

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We do not allow the prolonged stay of people inside a vehicle and / or parking area.

All vehicles will be removed from the parking lot, after 72 hours in which we don't get any information about the owner.

If the owner doesn't appear we will need the presence of the authorities of the PNC who will take the vehicle.

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The use of our swimming pools must be in a bathing suit.

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The accommodation contract is ended if:  
It prolongates over an agreed period.

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There is any violation of the covenants or regulations.

There are any infringements.

Moral scandals disturb other guests.

The absence of the guest by more than seventy-two hours without leaving any notification.

Failure to pay as agreed.

For other causes agreed. (Code of Commerce of Guatemala, Article 871).



# STANDARDS *for* POOLS

Use swimsuit

Do not allow food and / or beverages within the pools.

No glasses are allowed.

No rough playing or jumps are allowed.

No diving allowed.

The use of diapers is not allowed.

There is no lifesaver, take care of your children (adults are responsible for the care of their children).

**Open from 7:00 to 21:00.**

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# SAFETY

## *recommendations*

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To ensure that your stay in Guatemala is as comfortable as possible, we suggest the following recommendations:

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- Do not carry valuable objects visible (fine watches, cameras, jewelry, cell phones, laptops).
- In Guatemala is safe to use credit cards and traveler's checks at recommended places. Do not carry all your money and documents in the same place; do not carry large amounts of money.
- Keep an eye on your luggage, specially in crowded places.
- Travel by day within the country and drive on main roads.
- Learn about recommended areas to visit in towns and cities.
- Carry copies of all your travel documents and keep the originals in your hotel room.
- Use only identified authorized taxis. Most of them charge by taximeter, in case of longer journeys (for example, from Guatemala City to Antigua Guatemala) the fee can be negotiated before.
- Keep handy the telephone contact of your embassy or consulate, your health insurance and the emergency numbers in Guatemala.
- Do not accept help from strangers at the ATM, and do not allow someone to see your password. Check the ATM has no solid objects in the slot because your card can be cloned.
- Use only the banking system or our money exchange.
- If you rent a vehicle, is very important to know the laws and regulations of traffic. Check the vehicle before using it.
- Avoid stopping on highways to transport strangers. If you think that someone is in need, report it at any of the emergency phones (1500 and 1523).
- Tourist parks have trails already established, to ensure a pleasant and safe experience, use them.
- Try to travel in groups during your visit to beaches, archaeological sites or nature reserves. Behave according its internal regulations.
- Please inform us about the places you'll visit during your stay.
- Try to schedule your visits to tourist destinations, transport services, packages or tourist visits to parks before embarking on the trip, to avoid confusion or deception. Use tourism services from companies authorized by INGUAT.
- When hiring any service always ask for the bill to support any subsequent claim. If you are not a citizen of Guatemala, your bills must be made payable to "final consumer" and will not be assigned a tax identification number - NIT -.
- Please note that by decree of the City of La Antigua Guatemala it is not allowed to drink alcohol in public areas, honking of vehicles, or park in front of red line or gates. Neither is allowed to sell alcoholic beverages after 12:00 am.

## CODE OF CONDUCT IN THE COMMUNITY

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Ask us for first hand information of the safety situation, local history, culture and customs.

If you park on the streets of La Antigua Guatemala, note that it's necessary to have a tag that is sold in the town hall. This tag should be placed in a visible place, and visitors should not park your vehicle on red or white lines or gates of houses.

### ATTITUDE

Learn about local culture and respect it. Although the photos are generally welcome, take care about the sensitivity of people and seek their approval before they are photographed.

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. Some values are not wrong or inferior, they're just different.

### BEHAVIOR

Local communities appreciate the respect for their dignity.

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

When visiting sacred places, allow members of the communities or religions to guide you.

Cultural dialogue without intermediaries allows visitors and guests to discover other kind of wealth. This cultural dialogue promotes peace, solidarity and is one of the most precious assets that come from tourism.

### SUPPORT THE LOCAL ECONOMY

Appreciate local skills paying properly.

Buy local products.

Help to ensure that tourism will generate benefits for the local community.

Use transportation, guides, lodging, restaurants and local markets to benefit the local economy.

Consider giving a tip when you receive a good service. Usually is given the 10% or 15% of the total cost.

## GUIDELINES FOR THE RESPONSIBLE BEHAVIOR OF THE TOURIST

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We fully support the concept of sustainable tourism and promote the responsible traveler guidelines described below:

Respect local cultures

Ask for permission before taking pictures in religious sites, sacred sites or special events.

If you want to photograph the local people, always ask for permission. Most of the people will be happy to pose for you.

Be respectful of local norms.

Be careful in expressing your personal views on cultural issues or beliefs.

Dress and behave appropriately in cultural and religious areas to respect local sensitivities.

Buy local products, including local arts and crafts.

Learning words and phrases in the local language can show respect for local culture.



## ENVIRONMENTAL AWARENESS

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Place garbage in proper containers (many wild animals die after ingesting bags, bottles, cigarettes or other things lying on the trails, roads, beaches, lakes, rivers, etc.

Help preserve wildlife and local habitats, respecting the rules and regulations in protected areas and do not buy products made from plants or animals in danger of extinction.

Be sensitive to the use of limited resources such as water, electricity and fuels.

Support the conservation of wildlife.

If you light a campfire, be sure to completely extinguish it before leaving

Do not throw batteries into the trash; these are some of the most harmful products for disposal. Seal the two poles with tape and then return them to the reception area.

Minimize pollution using biodegradable products.



## WHAT TO DO ON EARTHQUAKES

In Guatemala, seismic movements are perceived along the year. La Antigua Guatemala is no exception, so please read the recommendations on what to do in case of earthquake.

### KEEP IN MIND

Stay calm.

If you are outdoors stay away from buildings, trees and power lines.

If you are on the road go to a place away from bridges and elevated tracks, try to park and stay inside the vehicle.

Respond promptly. During an earthquake you will experience a land movement that will probably not last more than a minute. You will hear a deafening noise coming from the objects when they fall and the alarms. Be prepared.

Do not use elevators, you can get trapped.

Stay away from the shores of rivers or streams and seek shelter in a low-slope site, because there may be landslides and avalanches.

In a bus, is best to stay inside.

In churches, stadiums and theaters, do not rush to find your way out, many people will want to do so. A loud wake-up call asking for calm can help.

### DURING

Stay calm and away from glass windows, furniture and heavy objects that can fall.

Protect yourself lying in a fetal position next to the walls, tables or strong doors, away from windows or glass doors, until the earthquake has passed.

Keep away from electrical system, poles and wires.

Attend and follow the recommendations of the brigade commander.

### AFTERWARD

Find and join your family.

Collect and protect your personal identification documents.

Provide assistance to injured or people in need. Organize within the community to help the victims.

Stay informed.

Wait for instructions from our emergency squad leader.



## IMPORTANT

The frequency of earthquakes in the country and the number of vulnerable areas require that you take preventive measures that can mitigate its effects. The most common injuries are the result of:

Partial collapse of buildings that cause fall of walls, cornices, false ceilings and lighting units.

Human actions caused by panic (for example, run to the street, pushing others, etc.)

Fall of broken glass from windows.

Fall of bookcases, furniture and other items, inside of buildings.

Fire.

Falling power lines.

## ALSO

After the main earthquake it's very likely to tremble again, so weakened buildings will fall. Be alert and stay away from places that can collapse.

If trapped, use a visible or audible signal to call attention.

Locate injured, give first aid or report to the brigade where they are located.

Always wear shoes.

Do not use the telephone except in extreme emergencies.

If you have to use stairs, make sure they will resist the weight and movement.

Do not use the faucet water for drinking, it may be contaminated.

Use water from heaters, toilet tanks and other clean areas as source of water.

Do not flush the toilet, the pipes may be in poor condition. You can cover it with a plastic bag and use it.

People can reduce the risks they are exposed to, by learning what to do in an earthquake.

## OTHER IMPORTANT SAFETY INSTRUCTIONS

### **Safety deposit boxes:**

Use our safe deposit boxes available and free of charge located in your room. Please do not leave jewelry, cameras, money or anything of value outside the safety box. We are not responsible for the loss of such items.

### **Using the safety lock**

For your safety, please use the safety lock incorporated in your room's door.



## WHAT TO DO IN AN EMERGENCY?

Immediately after declared an emergency or natural disaster (flood, earthquake, storm or other) or situations caused by human error (fires, spills, terrorist attacks or other) it's necessary to follow the next protocol:

### 01

Stay calm.

### 02

Check in your room (front door) your location and the nearest evacuation route to follow if you leave.

### 03

Once out of your room, do not return for forgotten items and do not run.

### 04

Do not use or avoid high-heeled shoes.

### 05

Follow the Brigade Leader. If you don't see him, follow the established signs, which will indicate the escape route.

### 06

If you don't find immediately a safe area nearby, use the emergency exit that is fully marked and illuminated.

### 07

Wait for instructions from the leader of the area.

We have a network of hydrants strategically located and marked to extinguish fires. We also have extinguishers located in different areas such as hallways, kitchen, restaurant, bar, lobby, lounges and more.

Also we have a fire alarm system, which must be activated in case of emergency. It is located in the hallways. Each one of the rooms has a smoke detector, so it is not allowed to smoke inside.

# IMPORTANT PHONE NUMBERS

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Operator for international calls  
Number operator  
+ 00  
+ country code  
+ city code (if any)  
+ phone number

Asistur  
La Antigua  
Guatemala  

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**5978-3586**

Volunteer  
Firefighters  

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**7832-0234 y  
5849-3113**

Tourism  
Police Department  

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**7832-7290**

Health Care,  
Santiago Apostol  
Medical Center Clinics  

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**7832-8766**

Asistur  
Guatemala  
city  

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**1500 and  
2421-2810**

Police  
Department PNC  

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**7934-6300,  
7934-6522 and  
7934-6523**

Plan Cuadrante 3 Policía  
Nacional Civil Plan PNC  

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**5208-1440**

Health Care,  
Santiago Apostol  
Medical Center  

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**7832-0884  
7832-0317**

Municipal  
Firefighters  

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**7831-0049 and  
4144-2323**

La Antigua Guatemala  
Tourist Police PNC  

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**7882-4030,  
5551-3645  
and 5551-5062**

Inguat  

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**7832-3782**

Dr. Ricardo Roca  

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**7832-0966 and  
5704-2319**



## IN CASE OF FIRE EMERGENCY

### PREPARE

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Examine the security procedures of the hotel.

Learn about emergency exits, alarms and extinguishers close to your room and how to reach them if needed. Check in your room (front door) your location and the nearest evacuation route to follow when you leave.

Keep your room key handy.

### PROCEED

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If you are sure there is a fire, immediately notify our service center.

Touch the door of your room if it is hot, do not open it.

If you leave, take your key and proceed to the nearest emergency exit.

Think calmly if you can leave or return to your room.

If you return to your room, fill the tub with water.

Wet sheets and the carpet near the door. Seal the door with them.

Close the openings that emit smoke or the ones that allow it into your room.

Open the window only if you are sure there is fresh air available.

**Contact our service center by dialing 9** and report your room number to provide support.

Stay as low as possible if there is smoke in the room.

Put wet cloth over your nose and mouth.

## DURING

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Stay calm and try to keep safe your relatives.

Do not open doors or windows, because fire spreads with air.

If the fire spreads, call the fire department and follow their instructions.

In case of evacuation, do not run, do not shout and do not push.

Do not waste time searching for personal items.

If there are is smoke, crawl and if possible cover your nose and mouth with a damp cloth.

Help childrens, elderly and disabled people.

Before opening a door, touch it, if it is hot do not open it, the fire must be behind it.

If your clothes catch fire, do not run, just drop and roll slowly, if it's necessary cover the fire with a blanket to extinguish it.

When firefighters arrive, inform them if there is trapped people.

Once outside the building, get away as much as possible to not obstruct the work of rescue squads.

Source  
CONRED, Guatemala, C.A.  
With information taken from [conred.gob.gt](http://conred.gob.gt)



STRESS FREE ZONE

  
**ceiba**  
PORTA SPA





## FILOSOFÍA DEL SPA SPA PHILOSOPHY

ES

La Ceiba en la tradición Maya es conocida como el Árbol de la Vida. Este árbol sagrado constituye un poderoso símbolo de vida, unifica las fuerzas opuestas, crea balance y suministra fuerza. Ceiba Spa, de Porta Antigua ha tomado este símbolo, fundamentado en la tradición, que persigue la excelencia y conlleva a una profunda sensación de bienestar para crear una experiencia única.

Ceiba Porta Spa es un santuario de calma y relajación, con una rica interacción de elementos naturales y tradiciones culturales. La experiencia en Ceiba se centra alrededor de un enfoque holístico de bienestar que proviene de la conciencia del equilibrio interior, que pone de manifiesto una belleza externa radiante.

Cada uno de nuestros tratamientos dirige al huésped hacia una profunda relajación y renovación. Ceiba Spa profesa un profundo respeto por la tierra y la sagrada conexión a la vida, como podrá comprobar el huésped durante su estadía. Los rituales diseñados por Ceiba Spa combinan esencias de ingredientes aromáticos y la sabiduría de terapias de sanación, que restauran el cuerpo físico y deleitan los sentidos

EN

The Ceiba is known in Mayan tradition as the Sacred Tree of Life. This revered tree provides a powerful symbol of life-one that unifies opposing forces, creates balance, and provides strength. The Ceiba Spa at Porta Hotel Antigua has borrowed from this symbol to create a unique healing experience, one that is rooted in tradition, sustained by excellence, and driven by a since concern for well-being.

The Ceiba Spa at Porta Antigua is a sanctuary of calm and relaxation, featuring a rich interplay of natural elements and cultural traditions. The spa experience at the Ceiba Spa focus around a holistic approach to wellness, providing results that come from an inner awareness and balance, while revealing an external beauty and radiance.

Each treatment experience guides the guest into a state of deep relaxation and renewal. The spa upholds a deep respect for the land and the sacred connection to all life, which can be witnessed throughout the guest journey. The Spas signature rituals interweave the essence of aromatic ingredients and the wisdom of healing traditions, all at once restoring the body and delighting the senses.

**RITUALES SAGRADOS**  
sacred rituals

RITUAL ÁRBOL DE LA VIDA  
Tree of life ritual

SACRED NATURE RITUAL

RITUAL DE TRANQUILIDAD  
Ritual tranquility

RITUAL DE PIEDRAS CALIENTES  
Hot stones ritual

MASAJE AROMÁTICO ANTI-STRESS  
Aromatic anti-stress massage

RITUAL DE MEDIA LUNA PARA PAREJAS  
Half moon ritual for couples

RITUAL EN DUETO ARMONIA EN PAREJA  
Partners Duet harmony ritual

AROMASOUL SCRUB  
Exfoliación Aromasoul

AROMASOUL INDIAN

**TRATAMIENTOS CORPORALES**  
body treatments

EXFOLIACIÓN DE ESPECIAS AROMÁTICAS  
Aromatic spice scrub

FANGO MONTICELLI  
Monticelli mud

ENVOLTURA HERBAL CORAZÓN  
DE PIEDRA  
Stone heart herbal wrap

EXFOLIACIÓN AROMASOUL  
Aromasoul scrub

TRATAMIENTO REAFIRMANTE  
DE BUSTO  
Reaffirming bust treatment

EXÓTICA EXFOLIACIÓN DE  
LIMA Y JENGIBRE  
Exotic lime & salt ginger glow

EXÓTICA ENVOLTURA  
NUTRITIVA FRANGIPANI  
Exotic frangipani nourish wrap

EXÓTICA EXFOLIACIÓN DE COCO  
Y ENVOLTURA DE LECHE  
Exotic coconut rub  
& milk wrap

ENVOLTURA O BAÑO  
AROMA SPA-CELLUTOX  
Wrap or bath aromatic  
spa-cellutox

**FACIALES**  
facials

FACIAL GALVÁNICO  
Galvanic facial

FACIAL PIEL GLORIOSA  
Facial glorious skin

REEQUILIBRIO ACTIVO  
DE PUREZA  
Active purness rebalancing

RESONANCIA DE PIEL  
Skin resonance

EXTRACCIÓN DE PUNTOS  
Blackheads removal

HYDRAMEMORY

PERLA  
Absolute pearl

**MASAJES**  
massages

MASAJE HUNAB KU  
Hunab ku massage

MASAJE SUECO  
Swedish massage

MASAJE DE TEJIDO PROFUNDO  
Deep tissue massage

RESCATE DE ESPALDA Y HOMBROS  
Aid for back and shoulders

MASAJE PARA PAREJAS  
CON JACUZZI  
Jacuzzi massage for couples

MASAJE CIÁTICA  
Sciatic massage

MASAJE MUSCULAR PROFUNDO  
Deep muscular massage

MASAJE DE PIEDRAS CALIENTES  
Hot stones massage

CRANEO FACIAL  
Cranium and face

MASAJE PIERNAS CANSADAS  
Tired legs massage

DRENAJE LINFÁTICO  
Lymphatic drainage

REFLEXOLOGÍA  
Reflexology

COMPLEMENTOS  
complements

EYE SUPREME  
LIP BLOOMING

TRATAMIENTOS MANSPLACE  
manspace treatments

PURE PERFORMANCE  
HYDRA PERFORMANCE

*sustainable*  
**TOURISM**  
CERTIFICATIONS



PREFERRED BY NATURE™

Preferred by Nature works to preserve biodiversity and ensure sustainable livelihoods by transforming the practices of land use, business, and consumer behavior.

For us at Porta Hotel Antigua, our participation in Preferred by Nature Sustainable Tourism Certification represents a big commitment to the preservation of culture, to the environmental care, to the sustainability and to the implementation of good practices in tourism.

For the performance and commitment shown to the implementation of the best

practices and compliance with global standards for sustainable tourism we were awarded with Preferred by Nature certification.

Porta Hotel Antigua successfully passed the process that provides Latinamerican businesses with the Preferred by Nature certification. While companies can choose from the beginning to opt directly for certification, with the purpose of protecting natural and cultural resources on which they depend, Porta Hotel Antigua joined the work of Preferred by Nature, to work in the implementation of environmental and social standards.







*Preferred*<sup>SM</sup>  
HOTELS & RESORTS