



Enjoy
LIFE

Code of Conduct and
Safety for the Traveler within the
Community and Porta Hotel del Lago

1 Travelers to Panajachel

Choose a balanced itinerary that allows you to visit different places.

Make contact with hotel staff to obtain firsthand information about the situation, safety, the local history, culture, and customs.

Attitude

Learn about and respect the local culture. While photos are generally welcomed, be mindful of people's sensitivities and ask for their approval before taking their picture.

Observe the local dress code. Respect the customs.

Interact with and spend time with the local people. Keep in mind that their cultural values may differ from yours. The values of others are neither wrong nor inferior.

Behavior

Avoid inappropriate emotional actions, such as giving money out of pity, as this can be offensive.

Avoid getting too close to local children, as it may be misinterpreted as inappropriate interaction.

Local communities value respect for their dignity.

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

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

Cultural dialogue without intermediaries allows the visitor and guest to discover each other's richness. This cultural dialogue fosters peace, solidarity, and constitutes one of the most treasured benefits derived from tourism.

Use of Natural Resources

It is important to have a more balanced understanding of the limitations of resources and the destruction caused by many human activities, as well as a greater awareness of ecological balances and a deeper appreciation for natural diversity.

Cooperate with the community in conserving the area's natural resources.

Commit to a moderate use of resources such as water.

Maintain an open attitude towards experiencing local standards, rather than expecting to find the same conditions as in your city or country.

Support the Local Economy

Appreciate local skills by paying a fair price.

Buy local products.

Contribute to ensuring that tourism generates benefits for the local community.

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

Consider giving tips when you are satisfied with the service.



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Guidelines for Travelers' Behavior

Porta Hotel del Lago fully supports the concept of sustainable tourism and promotes the consideration of the 'Guidelines for Responsible Travelers in Guatemala,' outlined below:

Respect for Local Cultures:

Ask for permission before taking photographs inside religious sites, sacred places, or special events.

If you wish to photograph local people, always ask for permission beforehand. Most people will be happy to pose for you.

Be considerate and respectful of local customs.

Be discreet when expressing your personal views on cultural topics and beliefs.

It is important to dress and behave appropriately in cultural and religious areas, respecting local sensitivities.

Buy local products, including crafts and local artwork.

Similarly, you can show respect for the local culture by learning words and phrases in the local language.

Environmental Awareness

Dispose of trash in appropriate containers. Many wild animals die from ingesting plastic bags, cigarette butts, or other items left on trails, roads, beaches, lakes, rivers, etc., by visitors.

Be mindful of the use of limited resources: water, electricity, and fuels.

Support the conservation and not the exploitation of wildlife.

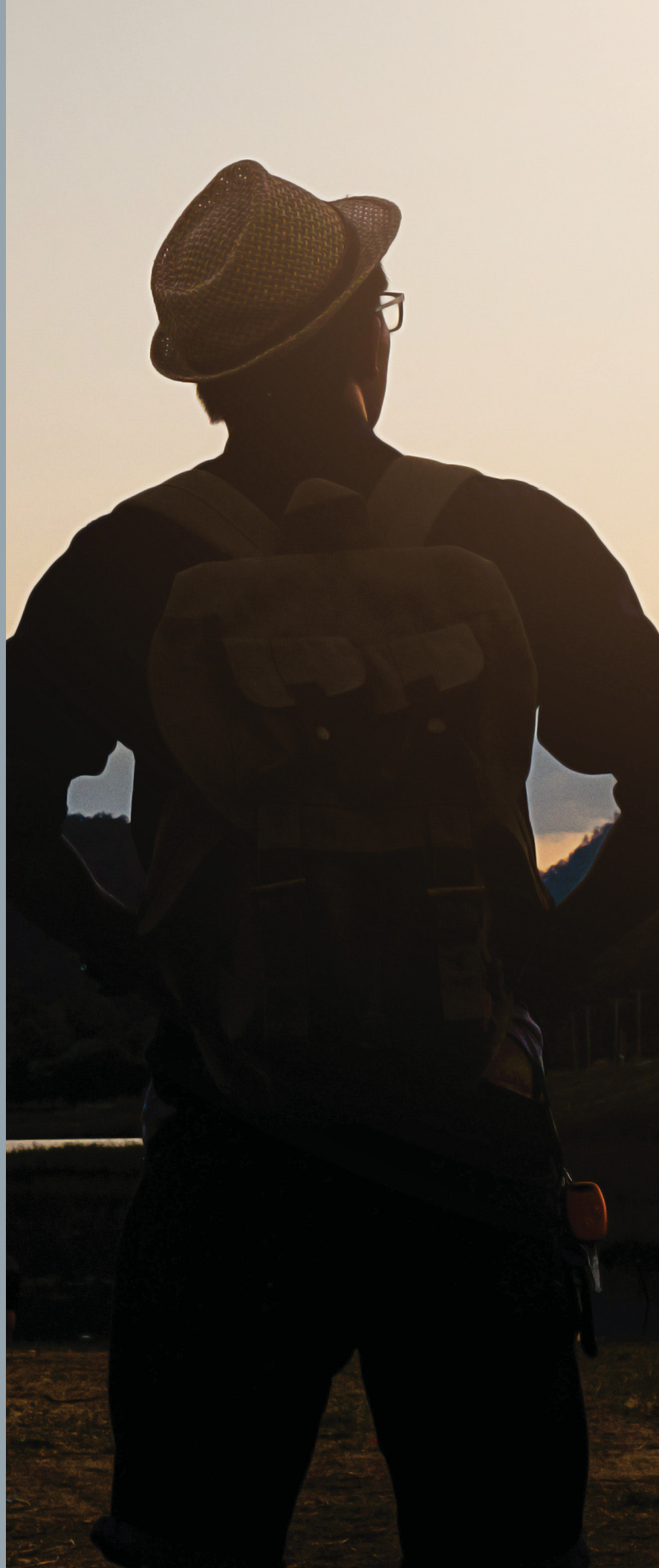
Important: If you plan to visit natural areas, remember the adverse effects of feeding wild species and the harm caused by introducing foreign or exotic species into protected natural areas.

Help preserve wildlife and local habitats by respecting rules and regulations in protected areas and refraining from buying products made from endangered plants or animals.

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

A great way to engage in responsible tourism is by participating in a volunteer project.

By following these guidelines, you will be able to fully enjoy your stay and take home memorable souvenirs.





What to do in case of an emergency on the property?

Evacuation Protocol

Immediately following the declaration of an emergency due to a natural disaster (flood, earthquake, storm, or other), the following protocol must be followed:

1. Stay calm.
2. Check the emergency exit map located on the inside of your room door to identify your location and the nearest evacuation route to follow when leaving your room.
3. Once outside your room, do not return to retrieve forgotten items.
4. Do not run.
5. Use the stairs or stairwells located at the ends of each floor or level; do not use elevators.
6. Avoid wearing high-heeled shoes or any footwear that could hinder your movement.
7. Follow the instructions of the evacuation leader and the established signage, which will guide you along the evacuation route.
8. If you cannot immediately find a nearby safe zone, use the emergency exits, which are clearly marked and illuminated.
9. Wait for instructions from the leader of your area or sector.
10. Wait for further instructions from the area or sector leader.

The hotel is equipped with fire extinguishers located throughout various areas of the property, including hallways, kitchen, restaurant, bar, lobby, meeting rooms, and more. Additionally, the hotel has a fire alarm system that should be activated in case of emergency. These alarms are located in the hallways near the rooms. Each room is also equipped with smoke detectors, and smoking is strictly prohibited inside the rooms.

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Specific Safety Recommendations for You and Your Family

In Case of Fire Emergency

Preparation

1. Review the hotel's safety procedures.
2. Familiarize yourself with the emergency exits, alarms, and fire extinguishers closest to your room and how to access them if needed. Check the emergency map inside your room (on the main door) for the nearest evacuation route.
3. Always keep your room key within reach.

Actions During a Fire

4. If you are certain there is a fire, immediately notify the hotel reception by dialing 9.
5. If there's smoke or a potential fire, check the door of your room by touching it: if it's hot, do not open it.
6. If you exit your room, take your key and proceed toward the nearest emergency exit.
7. Think calmly about whether it's safer to exit or return to your room.
8. If you return to your room, fill the bathtub with water.
9. Wet the sheets in your room.
10. Seal the door tightly with the wet sheets.
11. Block any openings where smoke could enter your room.
12. Open the window only if you are sure fresh air is available.
13. Call the reception by dialing 9 again and inform them of your room number to receive immediate assistance.
14. Stay as low as possible if there is smoke in the room.
15. Use a wet cloth to cover your nose and mouth.

Stay calm and do not panic

Earthquake Preparedness:

Guatemala is a seismically active region (earthquakes and tremors). Due to the frequency of earthquakes and the number of vulnerable areas, preventive measures are crucial to mitigate or reduce the effects of these natural phenomena.

The most common personal accidents during an earthquake are caused by:

Partial building collapses, leading to falling walls, cornices, awnings, false ceilings, and light fixtures.

Falling glass from windows.

Bookshelves, furniture, and other items tipping over inside rooms.

Fires.

Falling power lines.

Human actions driven by panic.

How to Reduce Risks During an Earthquake

Stay calm.

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

Protect yourself by lying in a fetal position next to strong walls, beams, or door frames.

Avoid being near utility poles and power lines. By staying informed and prepared, you can reduce the risks and keep yourself and your family safe during emergencies.

What to Do in Case of an Earthquake

General Recommendations During the Earthquake.

If you are indoors:

Seek shelter by lying down in a fetal position next to a table or desk, away from windows, glass doors, and large objects. Stay there until the shaking stops.

If you are outdoors:

Stay away from buildings, trees, and power lines. Move to an open area and avoid any structures that may collapse or pose a danger.

If you are driving:

Move to a safe location away from bridges, overpasses, or elevated roads. If you cannot find a safe place to stop, pull over to the side of the road, park, and stay inside the vehicle.

React quickly:

During an earthquake, you will feel the ground move, initially gently, but it will quickly intensify. The shaking may last several seconds.

The shaking will likely not last more than a minute, but it will be accompanied by deafening noise from falling objects and alarms. Be prepared for these sounds.

Important precautions:

Do not use elevators, as you could get trapped inside.

Stay away from riverbanks, streams, or slopes that might be prone to landslides, mudslides, or flooding. Seek refuge in a location that is flat and away from potential hazards.

On public transportation:

If you are on a bus or any vehicle, it is safer to remain inside rather than exiting and risking injury from falling debris or other hazards.

In crowded public places (churches, stadiums, theaters, etc.):

Do not rush to the exit, as many people will likely try to do the same, which could cause accidents. A calm, clear instruction to stay calm can help keep the situation under control. It is often safer to remain where you are until the shaking stops.

By following these simple but crucial steps, you can greatly reduce the risk of injury and stay safer during an earthquake.



After an Earthquake

Search for and reunite with your family.

Assist the injured and those in need.

Follow instructions from the emergency responders (brigadistas) and authorities.

Organize within your community to help the affected people.

Be aware of aftershocks. After the main earthquake, it is very likely that there will be more tremors, which could cause weakened buildings to collapse. Stay alert and move away from areas that may collapse.

If trapped, use a visible or audible signal to draw attention to your location.

Always wear footwear to protect your feet from debris and sharp objects.

Avoid using phones unless it is an extreme emergency. The lines should be kept clear for urgent communication.

If using stairs, ensure they can withstand weight and movement—do not use elevators after an earthquake.

Do not drink water from the taps as it may be contaminated. Use water from reserves, such as from water heaters, toilet tanks, or other clean containers, to wash your hands and face.

Do not flush toilets as the sewage pipes may be damaged.

By following these guidelines, you can help ensure your safety and assist in recovery efforts after an earthquake.

Source:
National Coordination for Disaster Reduction (CONRED), Guatemala C.A.

Information taken from www.conred.gob.gt