

Service Directory



PORTA

Hotel del Lago

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Welcome

It is a pleasure to have you in the country of eternal spring. Here we combine age-old traditions, colorful dress, majestic volcanoes, unforgettable lakes, exotic flowers and other natural beauties, to offer you the best of the past and the present.

Porta Hotel del Lago is committed to offer its guests personalized service and high quality, comfortable facilities, at the same time complying with policies for sustainable tourism.

Porta Hotels are honored to share with you all these years of excellence, thank you for your preference and choice. Porta Hotel del Lago, a history of service and tradition in Guatemala.

Thank you for giving us the opportunity to be your host during your visit to the most beautiful Lake in the world. Here you can visit the surrounding villages, nature reserves, walk along the lake or just shop. Here you can rest and relax.

Porta Hotel del Lago is located in Panajachel, which is a place full of surprises, spectacular views, an enviable climate and the tranquility and friendliness of its people.

Welcome to the new generation of Porta Hotel del Lago, where you are our special guest.

Best regards,

Andreas Kuestermann
Director
Porta Hotels

A brief history of Porta Hotel del Lago

Porta Hotel del Lago, your hotel on the most beautiful Lake in the world.

In the highlands of Guatemala, in the picturesque department of Sololá, lies Lake Atitlán, 147 km from Guatemala City.

Its original name was Hotel del Lago, and it became part of the Porta Hotel chain in June 2001. Porta Hotel Del Lago is located in Panajachel and fits perfectly with the 3 majestic volcanoes, Atitlan, Toliman and San Pedro, along with colorful and picturesque villages which can be reached by boat or land.

**The spectacular scenery gives the impression of an immense garden without comparison. The main street of Panajachel, called Santander, is home to hundreds of small shops where artisans, weavers and vendors, offer their many products from the nearby villages. There is always something to do in this important town. **

The project to build today's Porta Hotel del Lago was formalized on May 24, 1974, and that same year construction began on a vacant lot located at the end of Rancho Grande Street, on the shores of the Lake. When the construction was almost complete in 1977 the process to equip all areas of the hotel began. On December 17, 1977 Hotel Del Lago opened its doors with 100 rooms, all with panoramic views of the incomparable Lake Atitlán.

In the mid-1990s, construction of a convention center was started, and to date is the largest capacity center in the Department of Sololá. This modern complex was designed to satisfy the highest expectations of the corporate world, as well as to appreciate the beautiful surroundings. With a maximum capacity of 500 people, but with the flexibility to subdivide the area into different environments to cater a number of different smaller meetings, the facilities are ideal to host social and business events.

Currently Porta Hotel Del Lago offers 10 suites, 36 Deluxe, and 54 standard rooms, a restaurant with exquisite national and international cuisine, bar, snack bar at the edge of the pool, 2 jacuzzis, sauna, pool, gym, art gallery, kids club with entertainment programs for our youngest guests and wireless internet in all areas, among other services.

Porta Hotel del Lago has developed various service plans and we are pioneers in Guatemala in the "All Inclusive" program, a system in which the guest does not worry about additional expenses because they are included in the rate. We also have the traditional lodging and dining plans.

Porta Hotels pursue a growth strategy based on added value for all stakeholders in operational performance, sustained profitability and brand value, with the intention of creating one of the most widely recognized hotel system in the destinations where we operate properties, based on the Porta culture, principles and values.

The Board of Porta Hotel Del Lago envisions constant growth and expansion of our facilities, responding to the needs and acceptance on behalf of all our clientele.

Since 2010 Porta Hotels has publicly taken a strong commitment to the conservation of natural resources and the environment, as well as the conservation of the culture and traditions of the destinations where we operates.

Nevertheless, starting in the 1980s and 1990s, Porta Hotel Del Lago had already made major efforts on these issues.

We thank all our employees for their service and commitment to quality to help fulfill the Mission of our company, as well as all our suppliers for their continued support.

Whatever the reason for your visit, business or pleasure, you will always have our highest commitment to provide you with unparalleled service. Come enjoy and admire one of the natural wonders of the world.

Live the Porta experience.

Visit us at www.portahotels.com

Descripción de Servicios

Hotel Telephone Directory

Below are a list of telephone extensions that can be dialed from your room.

Department	Telephone Extension
Housekeeping	100
Front Desk	642
Bell Desk	644
Cakchiquel Restaurant	613
Xocomil Bar	612
Customer Service / Concierge	627
Operator	9

* To call another room dial the room number.

* For questions or customer service, please dial 627.

Rooms

Porta Hotel del Lago has 100 rooms distributed in:



On the first level we have rooms especially equipped for people in wheel chairs. The hotel does not have adequate facilities for the blind.

Guest Services

(Services marked with * are provided upon request and have an additional charge).

Water*

In the hotel rooms you will not find water bottles, since we are a sustainable hotel, you will find a pichel next to some glasses to be filled in the oases located at the end of the corridors of each level so that you can stock up to your liking. The sink water is not suitable for drinking. Additional bottles of drinking water can be ordered at the Bar or Restaurant, at an additional cost.

Banquets and Conventions

The Convention Center has 3 rooms that can hold from 10 to over 500 people. They are designed to satisfy the highest expectations of our clients. Access to Internet and all audio-visual equipment are available as well as any other requirement for the development of a corporate event. Our staff will be happy to assist you with menus and quotes for cocktails, banquets, lunches, buffets, dinners and coffee breaks.



Cable/TV

In the room on the TV si you will find a QR with the list of available TV channels.

Commitment to the environment

At Porta Hotel del Lago we are committed to the care and conservation of our environment, and we invite you to contribute to this cause. In your room you may leave the towels on the shelf if you wish to reuse them or leave them on the floor so they will be changed. By doing this, you are contributing to a daily reduction of water use, detergent and energy consumption.

We encourage you to turn off all electronics (for example, fan and television), as well as the lights when leaving your room. In this same way we suggest that you close the water jugs when not being used. For additional information please contact the Front Desk.

Currency Exchange

Available in the reception area. We accept United States dollars and Euros (this service is exclusive for hotel guests and customers) with a limit of US50.00 per room per day.

Food and Beverage

Cakchiquel Restaurant: Full service restaurant offers national and international cuisine. Open from 7:00 am to 10:15 (breakfast), 12:30 to 15:00 (lunch) and 19:00 a 21:00 (dinner).

Xocomil Bar: Offers snacks and appetizers. Open from 10:00 am to 21:00 pm, daily. Monday to Sunday and holidays. The 'Full Board' system entitles you to all meals, snacks, non-alcoholic drinks (soft drinks, juices, soft drinks, pure water), national liquor drinks, house wine and draft beer.

Wearing your bracelet according to the color assigned based on your pension, you will be entitled to the following feeding times, at the following times from your admission at 3:00 p.m.

15:00 - 18:00 HRS	• Snacks and drinks in the deck area or restaurant.
19:00 - 21:00 HRS	• Dinner in the restaurant.
07:00 -10:30 HRS	• Breakfast in the restaurant.
10:30 AM - 12:00 HRS	• Snacks and drinks in the deck area or restaurant.
12:30 -15:00 HRS	• Lunch in the restaurant.

* Dining will be a la carte (with fixed menus) and/or buffet (at the discretion of our executive chef), depending on hotel occupancy.

Gift Shop*

Located in the hotel lobby. There you can find different kinds of handicrafts, souvenirs and textiles from the area. It is open Monday to Sunday from 8:00 AM to 7:00 PM.

Hairdryers

If your room does not have a hair dryer, you can request it from Reception by dialing line 9.

Housekeeping

If you require any additional services such as towels, linen change, laundry, etc., please dial the Housekeeping extension. We ask that you place the card "You come at the best time. Come in, please!" On the outside of the door of your room, if you want your room to be cleaned.

Ice

Please request ice from Restaurant Cakchiquel or Xocomil Bar. All the ice which is used in the preparation of drinks and made available to guests is made with purified water.

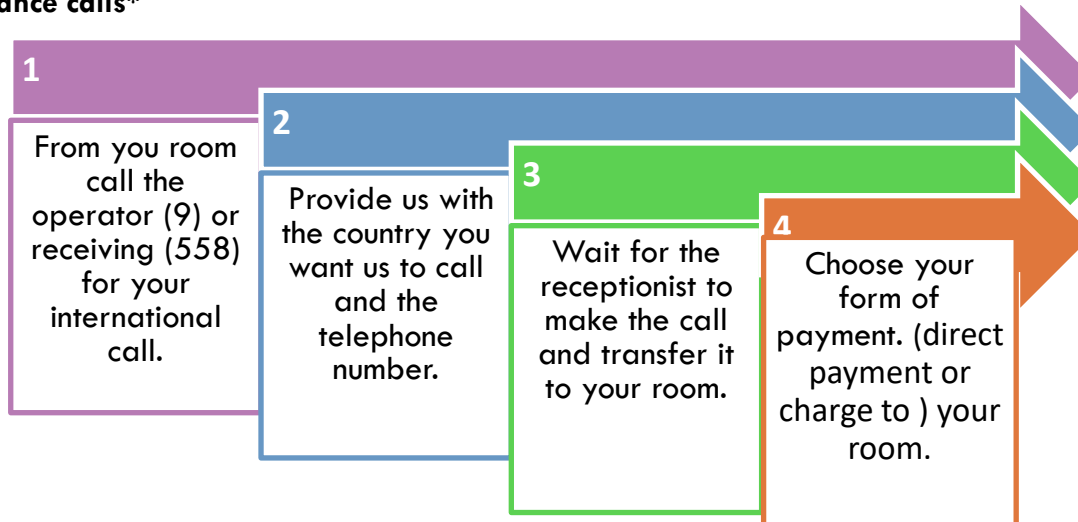
Iron and ironing board

You can request this equipment from the Housekeeping department. or you can contact the operator by dialing 9.

The Volcanoes Club

Provide our guests from Monday to Sunday, from 9:00 a.m. to 8:00 p.m., the service of gym, jacuzzi, heated pool.

Long distance calls*



Important: refer to the operator service charges of telephone service depending on the country you want to call.

Lost and Found

In a housekeeper, we will keep for a month the items lost/forgotten by you and found by us. Contact the Housekeeping department to report any lost/forgotten items.

Luggage storage service

We can store your luggage. If you require the service, please call the operator and / or the area of bell boys.

Medical Attention*

If you want medical service for emergencies, you must contact the reception so that we can contact and coordinate the arrival of the Doctor for your assistance. If you need any medication, the pharmacy will take it to the hotel. Please contact Reception for more information.

Toiletries

You will find them next to the sink in your bathroom. They include shampoo, soap, and shower cap.

Parking

We have ample parking located beside the hotel exclusively for our guests and clients.

Privacy

Please place the “The pillow will not let me out, please come back later.” sign on the outside of your door for privacy.

Recreation

Gardens

Enjoy a wide variety of tropical and regional trees, plants, and flowers in the hotel's gardens.

Kid's Club

Open Saturdays from 11:00 to 18:00 hrs, Sundays from 10:00 am to 3:00 pm. The area is available to children ages 6-12 years of age. We have qualified staff to entertain the little ones while you enjoy our facilities.

Pool

We offer a solar powered heated pool for your enjoyment. We do not have lifeguards on duty; you can enjoy the pool at your own risk. We recommend that you read the code of conduct and security which is posted in the pool area. Swimsuits are required. Open from 9:00 am to 8:00 pm.

Tours*

The service of tours of the different destinations of the Lake Atitlán Basin are provided by various local agencies.

Airport transfers

The shuttle service to the airport (Guatemala City) is provided by various local agencies).

Safety deposit box

The hotel has safe deposit boxes in every room on the fifth floor and in all suites. For rooms located on the first to fourth levels they have safety deposit boxes located in the hotel lobby. To use this service please contact the Front Desk.

Transportation in the city*

Taxis available 24 hours. Contact Customer Service or the Front Desk for additional information.

Wake- up call

Please contact the Front Desk the night before indicating the time you wish to receive the call.

Wheelchairs

Available in the lobby. The hotel has ramps located in specific public areas to be utilized by people with special needs.

Wireless Internet

Available in all areas of the hotel. For additional information contact Customer Service or the Front Desk.

Banks

Most of the banks in the system have branches in Panajachel. For more information, please contact the Reception area.

Additional Information

Electricity

The electric current is 120 volts / 60 Htz.

Climate and Average Temperature in Guatemala

Summer

November – April

31°C/88°F (Max.) - 12°C/53°F (Min.)

Winter

May - October

27°C/80°F (Max.) - 18°C/65°F (Min.)

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

Check In

- From 15:00hrs.

Check Out

- 11:00hrs
- Please inform reception if you require additional time, we will try to accommodate you depending on our availability.

Important: If we do not have communication from the guest and their luggage remains in the room after the time established for check out, an additional charge will be charged late check out. If the delay is too late, the guest's belongings will be evacuated from the room, placing them in the luggage compartment without any commitment or responsibility for the company.

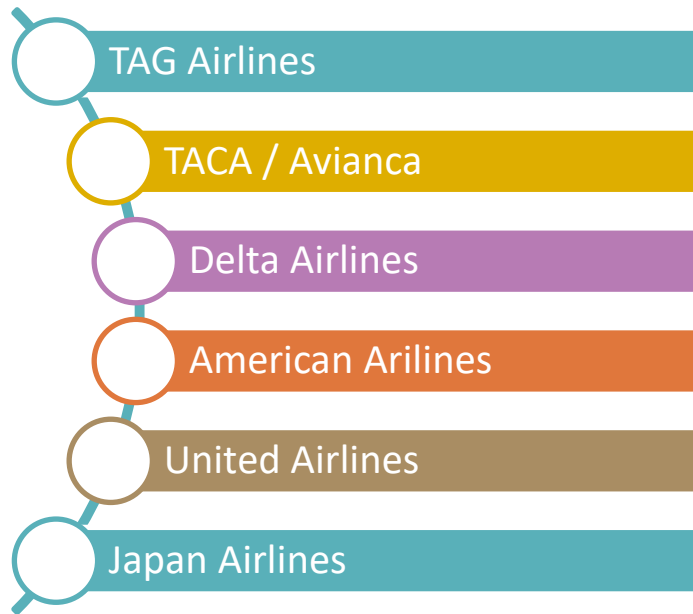
Taxes and tips

Value added tax (VAT 12%) applies to all services offered in the hotel and a tourism tax will be applied to the rate for each room. We recommend a 10% gratuity for food and beverages; in parties of 20 people or more, 12% will be applied. Suggested tips for other services are: bellboys US\$3.00 per person checking in and out. Housekeepers: US\$2.00 per night.

Airlines

Below you will find information about Guatemala's airlines.

The following airlines fly to Guatemala:



Guatemalan currency: Quetzal (Q)

Credit cards

We accept Visa, Master Card, American Express. We do not accept personal checks.

¿How to Contact Us?

If you want to extend your stay, book for a future visit, stay or visit one of the hotels in the chain Porta Hotels, please contact the following contacts.

1. Sales Offices In Guatemala City

6 avenue 13-70 Zona 10, in front of Casa Escobar (No parking)

Guatemala, Centroamérica.

Tel: (502) 2244- 0600, 2361-9683

Email: info@portahotels.com

Website: www.portahotels.com

Facebook: www.facebook.com/portahotels

2. In Panajachel

2ª Avenida 06-17 zona 2, Panajachel, Sololá

Tel: (502) 2244-0700, 7762-1555 to 60

Email: info@portahotels.com

Website: www.portahotels.com

Facebook: www.facebook.com/portahotels

Lake Atitlan Basin



Viral Tour (2016)

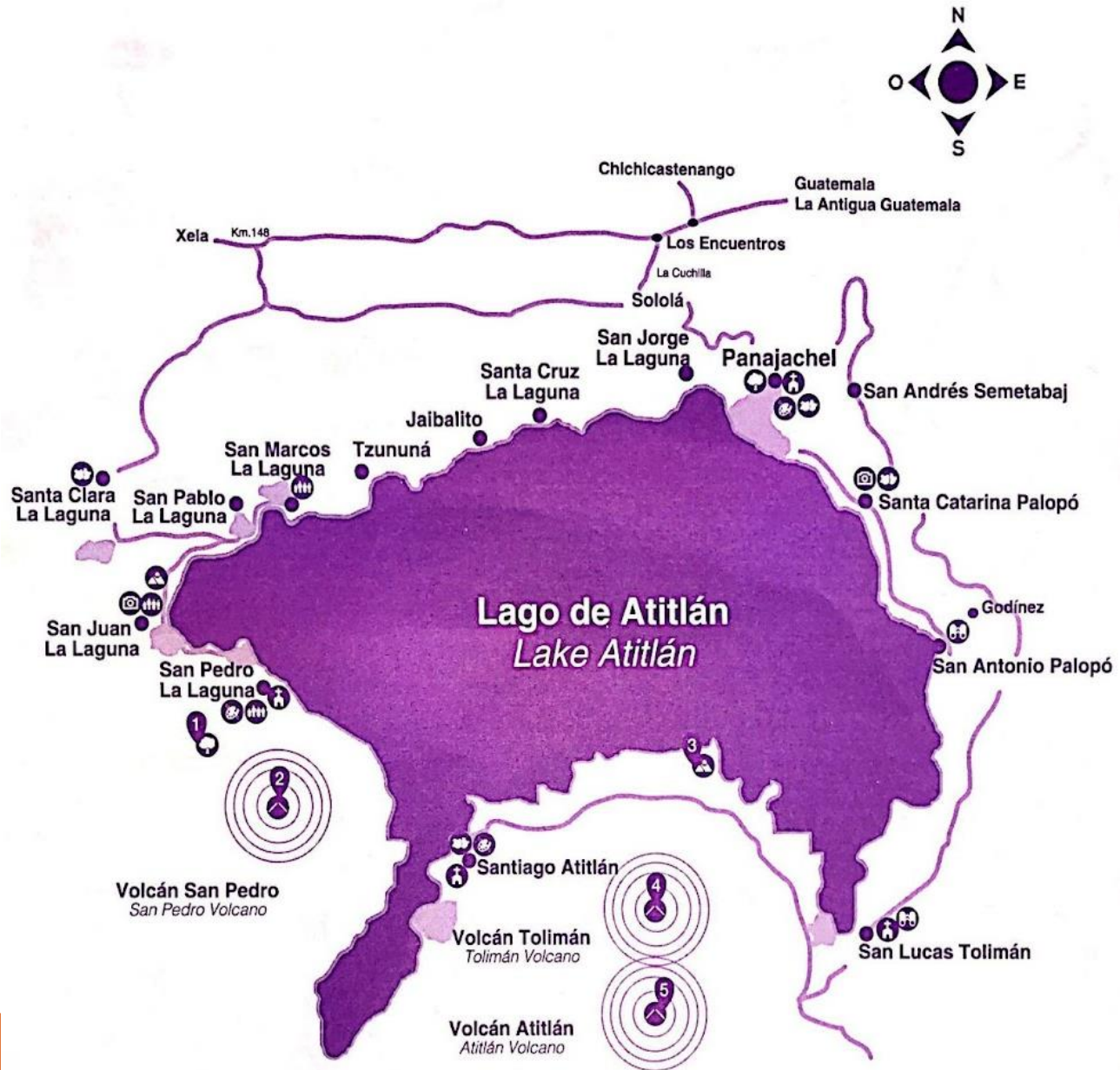
Atitlán is known as one of the most important destinations in our country and one of the most beautiful lakes in the world for its combination of nature, living culture and beautiful scenery gathered in one place. Around the lake three cultures converge, Tz'utujil, Kaqchikel and K'iche 'which makes it rich in culture and traditions.

Lake Atitlan is of volcanic origin located 5,000 feet (1524 meters) and 18 kilometers long. The most significant landforms are three of the most beautiful volcanoes in the country, Volcano Atitlan (3,537 meters), Volcano San Pedro (3,020 m) and Volcano Toliman (3,158 meters). They are located on the southern part of the lake giving the place a combination of proportions, shapes and unique colors.

One of the characteristics of Lake Atitlan is a strong wind known as **Xocomil**, which usually occurs at noon, when the warm winds from the South collide with masses of colder air coming from the mountains, making very strong waves that can capsize boats.

Access Routes

Lake Atitlan is accessible by the Inter-American Highway CA-1 and is the main road from the Capital to Lake Atitlan. The highway connects with National Route 1 which leads directly to Panajachel. The lake is also accessible via San Lucas Toliman in the Boca Costa (via Escuintla), from Guatemala City and the south coast.



Tourist attractions in the Department of Solola

+ San Juan La Laguna

San Juan La Laguna 'where the Tz'utujil LIVE' is known internationally for its successful community tourism, and unique features. Its inhabitants, especially women, have decided to resume ancestral techniques taught by grandparents, dyeing cotton with elements of nature. To achieve these dyes they use leaves, bark and seeds of plants of the region. The results are colors in soft warm shades, very different than those obtained with chemical dyes. In addition to plants, they use the Cochineal insect (Hemiptera insect that lives on the Nopal cactus) which is crushed giving color to the fabrics. The mixture of ancestral techniques with innovative designs makes these products unique to the area.

Activities available in the municipality:

- **Handicrafts Tzutujiles:** women weavers show the whole process of creating unique pieces, from the creation of the yarn, dyeing with flowers or plants to weaving on the back strap loom, ending with pieces characteristics of their municipality.
- **Medicinal Plants:** there are several medicinal plant nurseries located in local houses where tourist can learn about cultivation and uses of the Maya people.
- **Local Painters:** there are an incredible amount of art studios', where you can appreciate the contemporary Maya art and participate in painting classes. The village is decorated by different murals which portray life in this community.



 Santiago Atitlán



It is one of the most famous villages on the Lake, of Tzutuhil origin. It is located on the southwestern slopes of the Toliman volcano. Most of its population is engaged in agriculture.

Although Santiago Atitlán is one of the most visited places in Sololá, its people have not lost their customs. It is a town of artists, painters and sculptors, projecting the image of the lake in most of its works. Santiago's healing system is very special: they have 'Shamans', specialists in herbal healing and skilled midwives who attend to births according to local tradition.

One of the customs characteristic of this area is the esoteric group which worships **Maximón**. Although its true origin is unknown, it appears to be a representation and a mixture of an ancient Maya God, Pedro de Alvarado, San Simon and Judas Iscariot. He is dressed in a tuxedo, and a hat adorned with several handkerchiefs. This deeply rooted tradition in Santiago Atitlán represents the religious mix between the Catholic religion and Mayan traditions. You can visit Maximón during your visit as well as take pictures (you have to pay for it).

Another attraction is the **St. Santiago Church**, which was built in 1547. On the main altar is the shape of a mountain that culminates with a cross symbolizing the Maya tree of life. It is one of the oldest churches in Guatemala and in it you can see a great syncretism, the church is in good condition and it is located in the center of town.

San Pedro la Laguna

During your visit to this county, you can visit the **Museum Tz'unun Ya'** which explains Tz'utujil culture. The museum has a video on the formation of Lake Atitlan and its volcanoes. In another room old photographs of San Pedro la Laguna are presented, with the weaving process and regional dress. Information about the Mayan calendar and nahuales is also provided.



You can climb the **San Pedro Volcano** through the **San Pedro Volcano Ecological Park**, a favorite bird watching site. Hike through fields of shade coffee, corn and humid mountain forest. Many species of birds such as toucan, horned guan, quetzalillo or mountain trogon can be observed. After about 3 hours of ascent you reach the summit where you have exceptional views of Lake Atitlan.





Parque Ecológico Chuiraxamoló (2016)

✚ Santa Clara la Laguna

The **Chuiraxamoló Ecological** Park is located in the municipality of Santa Clara La Laguna, this is an area for the conservation of cultural and natural heritage of the region. It develops and promotes ecotourism and extreme activities like Canopy and Rappel, as well as the interaction with nature and bird watching. It promotes environmental education through the use of interpretive trails which respect nature but cultural and spiritual values of visitors are encouraged. The park also has camping areas for mountain biking and there is a cafe overlooking the lake. There are recreational areas for children like swings among other games. The park is still an active sacred ceremonial site which is visited to carry out Maya ceremonies and / or religious activities.



Prensa Libre (2016)

✚ Cultural and Scenic Route

Is an initiative of the municipality of Sololá, San José Chacayá and Santa Lucia Uatlán to provide a new alternative to tourists visiting the region. It offers exceptional scenic, natural and cultural views of Lake Atitlan. This cultural tourism destination encompasses archaeological remains in which cultural wealth is derived from the presence of the three ethnic groups and their respective traditions. It is an ideal place for adventure tourism, hiking, bird watching, horse backing, agro-tourism.



Piecitos around the world (2016)

✚ Solola Market

The central market of Sololá is one of the most colorful in the country where you can find many textures and colors of fruits, vegetables, textiles, animals, etc. Market days are Tuesdays and Fridays of each week. This large market is approximately 14 blocks, where vendors from the three ethnic groups (Kaqchiquel, K'iche and Tzutuhil) sell their products representing their respective traditions.



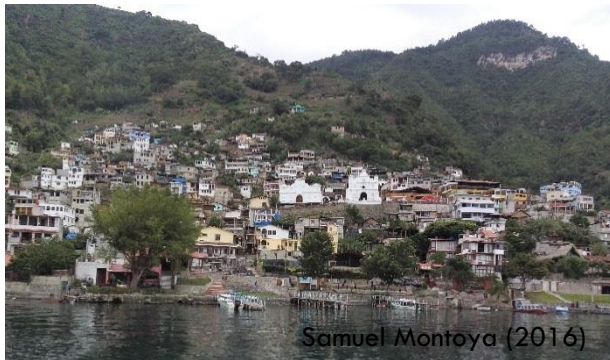
Mariah Henderson (2016)

San Marcos la Laguna

Cerro Tzankujil, which in Kaqchikel means “The tip” is sacred to the ancestors and current practitioners of the Maya worldview. It is at the tip of the lakeshore in San Marcos la Laguna. This hill is a unique destination which rises almost 100 feet high. There are Maya altars, interpretive trails and a 20 foot high wooden platform used to jump and swim in the lake. The appeal of this community is complemented by the assortment of holistic experiences offered. San Marcos offers relaxation, meditation, yoga, massage and several restaurants which are very healthy ideal for vegetarians and organic food lovers.

San Antonio Palopó

The village is famous for its **handmade pottery**, whose origins date back to 1992, when American sculptor and potter Ken Edwards, taught local craftsmen to produce tableware and decorative items. In 2004, craftsmen formed their own company in the production process using the Stoneware technique (burned at high temperatures). The hand painted pottery is of export quality and 100% lead free.



Samuel Montoya (2016)



Samuel Montoya (2016)



Jose, Edgardo Gumez (2016)

Municipality of Panajachel

RECORRIDO TURÍSTICO PANAJACHEL DESDE PORTA HOTEL DEL LAGO MAPA TURÍSTICO

- 1 MUSEO LACUSTRE ATITLÁN A 3 MIN - 257 MTS
- 2 PLAYA PUBLICA A 5 MIN - 368 MTS
- 3 MUELLE A ALDEA SAN PEDRO A 12 MIN - 890 MTS
- 4 CORREOS A 6 MIN - 380 MTS
- 5 AGENCIA ETERNA PRIMAVERA A 7 MIN - 522 MTS
- 6 BANCO INDUSTRIAL A 8 MIN - 588 MTS
- 7 HOTEL REGIS A 9 MIN - 670 MTS
- 8 AGENCIA DE CLARO A 9 MIN - 670 MTS
- 9 MERCADO DE ARTESANIAS "TINAMIT MAYA" A 11 MIN - 810 MTS
- 10 CAJERO (ATM) 5B A 14 MIN - 1,002 MTS
- 11 PARADA DE BUS A 14 MIN - 1,030 MTS
- 12 INGUAT A 15 MIN - 1,052 MTS
- 13 CENTRO DE SALUD A 16 MIN - 1,195 MTS
- 14 FARMACIA BATRES A 17 MIN - 1,232 MTS
- 15 CASA DE LA CULTURA A 18 MIN - 1,295 MTS
- 16 MUELE A ALDEA SANTIAGO A 2 MIN - 140 MTS
- 17 POLICÍA DE TURISMO A 2 MIN - 130 MTS
- 18 GALERÍA DE ARTE A 5 MIN - 350 MTS
- 19 DESPENSA FAMILIAR A 13 MIN - 970 MTS
- 20 MUNICIPALIDAD A 16 MIN - 1,170 MTS
- 21 POLICÍA NACIONAL CIVIL A 16 MIN - 1,185 MTS
- 22 IGLESIA SAN FRANCISCO A 19 MIN - 1,445 MTS
- 23 PARADA DE BUS A SOLOLÁ A 20 MIN - 1,460 MTS
- 24 BANCO BANRURAL A 20 MIN - 1,485 MTS
- 25 PARADA DE BUS A ALDEA SAN ANDRES A 17 MIN - 1,250 MTS
- 26 MERCADO MUNICIPAL A 18 MIN - 1,265 MTS
- 27 GASOLINERA A 12 MIN (CAMINANDO) / 3 MIN (EN CARRO) - 980 MTS
- 28 BOMBEROS VOLUNTARIOS A 15 MIN - 1,218 MTS
- 29 SALIDA A SOLOLÁ A 4 MIN (EN CARRO) - 1,440 MTS
- 30 RESERVA NATURAL ATITLÁN A 27 MIN (CAMINADO) / 6 MIN (EN CARRO) - 2,180 MTS
- 31 PUENTE JORGE UBICO A 6 MIN (EN CARRO) - 2,710 MTS
- 32 SALIDA A ALDEA GODÍNEZ A 7 MIN (EN CARRO) - 2,805 MTS
- 33 SALIDA A ALDEA SANTA CATARINA A 3 MIN (EN CARRO) - 1,342 MTS



PORTA
HOTELS
ATITLÁN

Panajachel, Sololá
2ª avenida 6-17, Zona 2

info@portahotels.com
www.portahotels.com
f/portahotels



Places to visit in Panajachel



+ Reserva Natural Atitlán

It is located two kilometers from the center of Panajachel. This ecological Reserve which includes close to 250 acres of forest gives life to countless wild species. It covers half the valley of San Buenaventura in Panajachel.

The reserve offers: Zip lining, hanging bridges, nature trails, and a waterfall with its own river, coffee plantation, Herb and Butterfly gardens, areas for bird watching, captive and wildlife in its natural habitat among other things. The reserve provides a visitor center with public toilets, gift shop, snack bar with outdoor seating, offices and parking areas.

+ Lacustre Atitlan Museum

This museum is located inside the hotel La Posada de Don Rodrigo, at the end of Santander Street, in Panajachel. It consists of two rooms, where you can see a brief explanation of the history of the formation of Lake Atitlan, as well as the history of the villages around the lake. The second room is a representation of the submerged city of Samabaj. The room is lined with life size photographs of this sunken city which is located in front of Cerro de Oro.

+ Santander Street

It is one of the tourist points of interest in Panajachel, on this street tourists can find a variety of crafts, restaurants, hotels, travel agencies and other services. Calle Santander is walkable and has become the most important point of reference in the municipality.

+ Local Market

Located north of the city, the market is open to the public daily from 6:00 am to 6:00 pm. The main market day is Sunday. Here you can find all kinds of groceries, fruits, vegetables, meats, clothing and crafts.

+ Public Beach

With more than 400 meters, the public beach is located in the southern part of the city. It features a pedestrian walk way and a variety of shops, hotels, restaurants, kayak and private boat rentals. These services include public restrooms, showers and a lifeguard.

+ San Francis of Asis Catholic Church

It is a colonial-style church, the main altar has a carved image of St. Francis of Assisi, patron saint of the town. The church has a coffered ceiling with choir loft and a spiral staircase. It is open to the public daily.

+ San Pedro Boat Dock

Located at the end of the Calle del Embarcadero, on this pier you can take boats from Panajachel to Santa Cruz la Laguna, Jaibalito, Tzununá, San Marcos La Laguna, San Juan la Laguna and San Pedro la Laguna.

+ Santiago Atitlan Boat Dock and Lake Tour

This dock is located at the other end of the public beach at the end of the Calle del Rancho Grande. From here the boats go to Santiago Atitlan and as well as give tours of the lake.



Emergency Phone Numbers Panajachel – Sololá

To call from your room dial 9 to contact our Operator and we will direct your call to any of the following institutions.

Proatur Sololá 5874-9450	Proatur Guatemala City 2421-2810	National Institute of Tourism Turismo (INGUAT) Panajachel Office 2421- 2953	National Civil Police Panajachel 7762 - 1000	Tourist Police 7762 - 1156
Fire Department Panajachel 7762 - 2759	National Hospital Solola 7762 - 4121	Health Department Panajachel 7762 - 1558	DISETUR (To report cases of sexual exploitation) 5551-3982 (110)	CONRED Panajachel 5019-2565

* In cases of emergency where you would like to contact a private medical center please call the Front Desk or Customer Service.

Security Recommendations

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

Immediately after an emergency situation is declared caused by human error (fire, spill, terrorist attacks or other) or natural disaster (flood, earthquake, storm or other) it is necessary to comply with the following protocol:

- ✚ Stay calm.
- ✚ As you leave the room, check the (front door) map for the nearest evacuation route.
- ✚ Once outside your rooms do not return for forgotten items.
- ✚ Do not run.
- ✚ Use the stairs or ramps located at the ends of the hallways. Do not use the elevators.
- ✚ Avoid using high-heeled shoes.
- ✚ Follow the instructions of the evacuation leaders or follow the evacuation route to the designated meeting place.
- ✚ Go to the nearest security area, if you cannot find the security area; follow the illuminated emergency exit sign.
- ✚ Wait for instructions from evacuation leaders.
- ✚ The hotel is equipped with a number of fire extinguishers located in different areas on the property, hallways, kitchen, restaurant, bar, lobby, ballrooms.
- ✚ Each room is equipped with a smoke detector. Smoking is not allowed inside the rooms. Hotel Porta Del Lago has a fire alarm system, which must be activated during an emergency. This system is located in each hallway.

Earthquake Emergency Plan

Before

- Identify potential dangers that exist inside the hotel.
- Identify safe areas inside the hotel.
- Ensure all guests especially children have identification.
- Locate the evacuation route and meeting place.
- Do not block the evacuation routes and emergency exits.

During

- Do Not Panic! Walk to the evacuation route while covering your head.
- In case you are unable to leave your room, find a heavy piece of furniture to crouch next to in fetal position to form the triangle of life.
- Stay clear of all windows and heavy objects which may fall.
- Try to respond to others who may need help and assist and follow directions of emergency personal.
- If you are in the pool, leave at once and go to the nearest meeting place.
- If you are in your car, get out and sit or lie next to it.
- If you are outside the building stay away from trees, buildings, electric wires, cables and falling objects

After

- Do not walk barefoot, as there may be glass and sharp objects on the ground.
- If you are trapped, remain calm and alert. Shout, whistle, make noise, etc., so that the First Responders can locate you.
- Use the telephones only in cases of emergency.
- If you know of someone who has been trapped or injured report it to the First Responders.
- Stay at the outside meeting location until you are given further instructions. Please avoid snooping around affected areas as they maybe unstable and unsafe.

Fire Emergency Plan

Before

- Identify evacuation routes as well as the main and alternative exits.
- Do not overload the electrical connections.
- Never play with water near electrical connections.
- Identify the location of fire extinguishers. Request the necessary guidance to be used in a way appropriate.

During

- If you discover a fire please quickly call reception or inform hotel staff of the situation.
- If you encounter a fire, leave the danger zone, stay calm and try to reassure others.
- If the fire occurs in your room and your clothes catch on fire throw yourself on the ground and roll.
- If you hear the fire alarm stop everything and immediately, leave your room closing the door and following the established evacuation routes, obeying the instructions of the brigaders.
- Refer to the external areas of lower risk (meeting point). Remember: do not run!, do not shout! and don't push!. Use only the stairs.
- If there is a lot of smoke, protect your nose and mouth with a damp tissue, tilting your head to the floor and try to walking while squatting.
- If you are injured keep calm if it is not necessary do not move.

After

- Refer to the external areas of lower risk (meeting point). Remember: do not run!, not to shout! and don't push!. Use only the stairs.
- If there is a lot of smoke, protect your nose and mouth with a damp tissue tilting your head to the floor and try to walk while squatting.
- If you are injured keep calm if it is not necessary do not move.

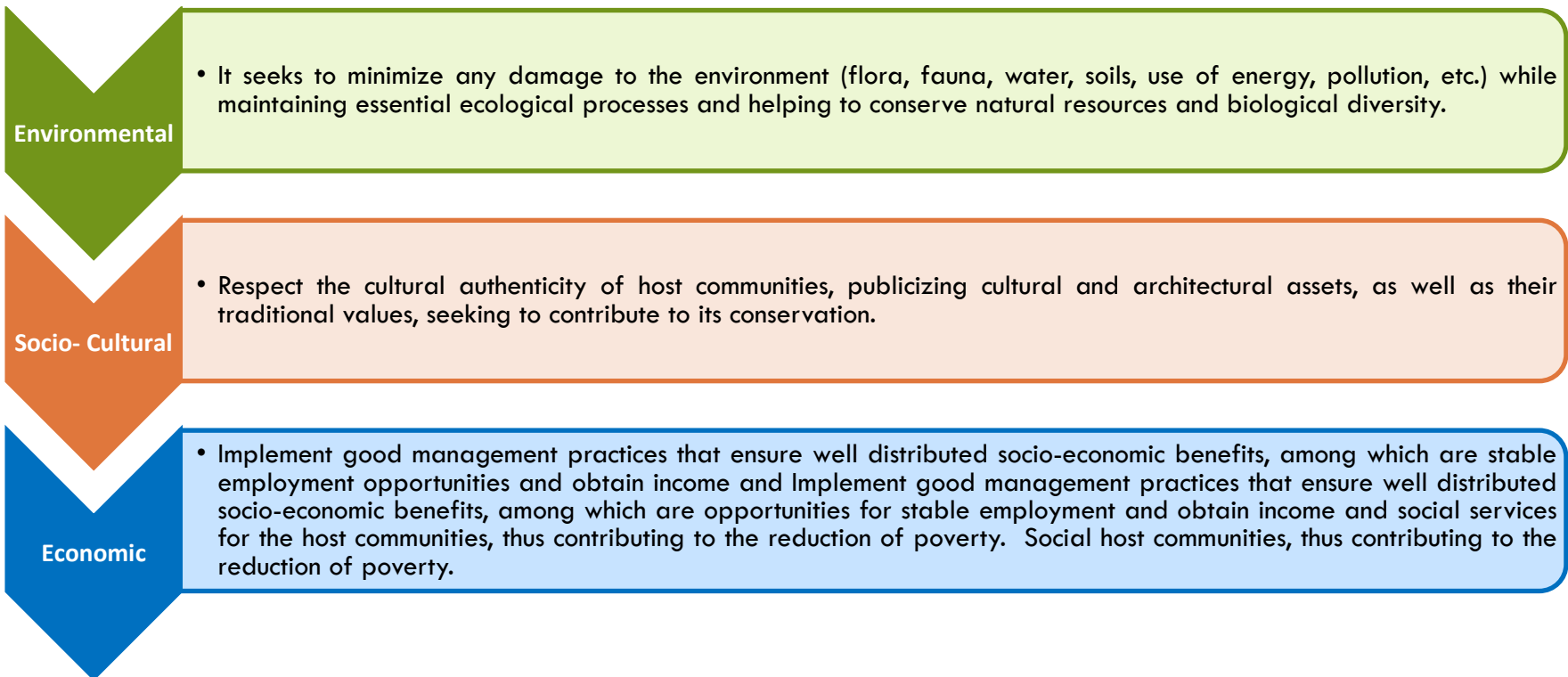
Sustainability Policy Porta Hotel del Lago

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.

Sustainable Tourism

Sustainable tourism is focused on achieving a model of economic development designed to improve the quality of life of the host community, to provide you with a high quality experience and maintain the quality of the environment which both parties rely on.

The principles established in sustainability are focused on three specific areas: environmental, sociocultural and economic in order that the touristic activities cause the least possible negative impact to the environment. That is why we invite you to learn more about the practices that will help you make your stay on the beautiful Lake Atitlan sustainable.



Socio-cultural Practices

Porta Hotel Del Lago respects and enhances the local cultures. It is for this reason that we share the actions we have directed in this area.

- ✚ Porta Hotels does not advocate or encourage in any way and, at the same time, condemns the commercial sexual exploitation of children, girls, adolescents, or adults.
- ✚ It does not promote or accept child labor.
- ✚ It respects and values the habits, rights and traditions of the towns where it operates, as well as ethnic equity and gender.
- ✚ It promotes the manufacturing and purchase of crafts and other local services.
- ✚ Promotes the recruitment, training and development of local staff in all levels of the company. Encourages the use of services and products of micro, small and medium enterprises, especially those of sustainability.
- ✚ Supports and disseminates cultural, sporting, recreational or welfare of neighboring communities and / or destination, after consultation with groups or companies that provide and / or coordinate activities, where possible.
- ✚ Does not violate the provision of basic services to neighboring communities.
- ✚ It supports and promotes understanding of and respect for indigenous cultures and customs.
- ✚ It provides information and encourages visits to tourist sites and local communities.
- ✚ Porta Hotels does not participate in the sale, trafficking or display pieces / archaeological or historical objects called national heritage, unless we have obtained the respective permits (for display case thereof).

Environmental Practices

Please note that within the efforts of Porta Hotel del Lago are making significant efforts on environmental issues. You can help protect the environment with some very simple practices such as:

- ✚ Make good use of water by closing the taps when water use is not required.
- ✚ Turn off lights and television before leaving your room.
- ✚ In public areas and rooms dispose of trash in the appropriate containers. Porta Hotel del Lago sends and recycling plastic beverage bottles and other solid wastes; please separate them; we will take them to where they belong.
- ✚ You can help to reduce the use of hundreds of gallons of water and detergent for washing towels. Leave your towel in the bathroom on the shelf, which will mean that you will use it again. Likewise, in stays longer than one day, we will wash your sheets on the third day; if you want them washed more frequently tell Housekeeping.
- ✚ In natural areas such as forests, lakes and rivers and natural parks, deposit trash in the proper receptacles, many wild animals die after ingesting bags, bottles or other objects thrown by people.
- ✚ Support conservation and non-exploitation of wildlife; do not buy products made from plants or animals in danger of extinction.
- ✚ You can make a big difference, engaging with these practices.
- ✚ For more information on activities taking place in Porta Hotels socio-cultural and business environmental issues, you can contact the hotel management from the service operator.

Rules of behavior

Rules for Guests

- The hotel reserves the right of admission.
- The entry of people under influence of alcohol is forbidden.
- The entry of firearms, explosive, flammable materials, narcotics or similar substances is not allowed.
- Any damage or loss caused by the guest to the property, real estate and equipment owned by the hotel must be paid according to the value established by the company.
- Scandals or parties are not allowed inside the room, if that is the case, the person in charge or hosts and order has the power to enter the room and proceed to evict the people who are inside it.
- Comply with the Biosafety protocols and internal politics established by the hotel.
- Check-in is from 3:00 to 04:00pm, and check-out is at 01:00 pm. after this time Management is empowered to require the guest to vacate the room and \$20 per hour will be charged to your account for each room.
- Guest luggage and effects respond preferably to the hotel operator for the amount due for the stay and to that effect it may be retained by the operator until the guest pays the amount that is owed, according to Guatemalan Commercial Code, article 870.
- The hotel management may evacuate the room of all the guest's belongings, placing them without commitment nor responsibility on behalf of the company, in luggage storage, or in any case, proceed to charge the additional daily rate according to Guatemalan Commercial Code, article 872.
- Any object of value or money in cash must be deposited in the security box in your room or, failing that, request a box at the front desk.
- To register at the hotel, every adult must be identified by DPI or Passport.
- All visits to rooms occupied by guests are prohibited, except those carried out with authorization from Management. The hotel reserves the right to request the evacuation of any outside person who was on the premises without authorization.
- The contract ends: 1. after the agreed upon timeframe expires. 2. Due to a violation of the agreements and rules that regulate the contract. 3. Due to offensive or scandalous behavior that bother other guests. 4. Due to absence of the guest for more that seventy-two hours without advising or warning the hotel. 5. Due to lack of agreed upon payment. 6. Due to all other causes agreed upon (Guatemalan Commercial Code, article 871).
- Once the contract ends and/or for any of the reasons listed in article 871 of the Guatemalan Commercial Code, if the guest refuses to vacate the room or leave the premises, the hotel may ask for support from the authorities to remove the guest without any additional procedures, according to the Guatemalan Commercial Code, article 873.
- The customer will issue payments in cash, credit, or debit card. The hotel reserves the right to accept or deny payment through personal or business checks.

- Any unforeseen case in the current internal code of the hotel shall be resolved according to what is set forth in chapter 9 of the Guatemalan Commercial Code.
- Food and beverages cannot be brought into the hotel.
- The full board plan does not allow food and beverage to be taken outside the designated serving areas.
- Our full board plans are individual (Cannot be shared).
- The full board plan does not serve seafood or bottled drinks (restrictions apply).
- The hotel is not responsible for the consumption of food and beverages outside the facilities that have not been prepared by our staff.
- The hotel is not responsible of objects forgotten during events (banners, equipment and others).
- The hotel is not responsible for fulfilling the contract when the event cannot be carried out due to a force majeure event, such as: fires, earthquakes, riots, strikes, and others.
- All receptions or parties in our Convention Center must end at 23:00hrs (twenty-three hours). The hotel will apply additional charges per hour after that.
- All receptions in gardens must not exceed 04:00pm., strident or loud music is not allowed in the gardens or in the event halls or rooms.
- It is strictly forbidden to smoke or use drugs or narcotics inside the rooms or in-house facilities of the hotel.
- Guests are not allowed to wear bathing suits or pijamas in the restaurant or bar.
- The use of our jacuzzi and pool must be with a swimsuit and schedule established according to the day.
- All guests have access to the hotel parking for free.
- All users park at their own risk since the hotel is not responsible for the partial or total loss of goods, values or vehicles in our parking.
- The hotel is not responsible for damages caused to their vehicles by third parties.
- People are not allowed to remain inside the vehicles or in the parking lot for extended periods of time.
- All vehicles will be removed from the site by means of a crane after 72 hours of which there is no information about the owner or person responsible, so the presence of the respective PNC authorities will be requested and driven to the property of that institution.
- It is understood that at the time of making the reservation effective, the guest knows and accepts in its entirety these internal regulations of Porta Hotel del Lago being comfortable and in agreement with all the points above mentioned.

Pool Area Rules

The pool is open from 9:00 am - 08:00 pm.

There are no life guards, you must care for your children. In case of emergency please immediately notify the nearest employees so that they can help you.

Life Savers should be used only in case of an emergency.

Children under 12 must be accompanied by an adult.

The use of swimwear is compulsory.

The use of diapers are not allowed in the pool

No food or drink is allowed in the pool.

Glass is not allowed in the pool area.

No horseplay or jumping near the edge of the pool is allowed.

No diving is allowed.

Code of Conduct

Porta Hotel del Lago wants your stay in our country to be pleasant, please review the following Code of Conduct, which is focused on promoting ethical practices during their stay.

Code of Ethics for Global Tourism

1. The understanding and promotion of common ethical values of humankind, in **a spirit of tolerance and respect for the diversity of religious beliefs, philosophical and moral** are, at the same time, the foundation and consequence of responsible tourism. Agents of the tourism development and tourists themselves will **pay attention to the traditions and social and cultural practices of all peoples**, even to the national minorities and indigenous peoples, and recognize its wealth.
2. Tourism activities will be organized in **harmony with the peculiarities and traditions of regions and countries**, and with respect to their laws and customs.
3. On the road, tourists and visitors **must comply by all laws of the country and avoid any behavior that may be shocking or hurtful** to the local population or damage the environment. They shall refrain from any type of trafficking in drugs, arms, antiques, protected species and products, substances dangerous or prohibited by national regulations.
4. **The exploitation of human beings, in any of its forms, especially the sexual, and particularly when it affects children, violates the fundamental aims of tourism and constitutes a denial of its essence.** Therefore, in accordance with international law, should combat unreservedly with the cooperation of all States concerned, and punished strictly in national laws of the countries visited and the countries of the perpetrators of those acts, even when they are committed abroad.
5. Tourists and visitors have the responsibility **to gather information before their departure, with the characteristics of the countries they are visiting.** They will also be aware of the health and safety risks inherent in any travel inside and outside their usual environment and behave in such a way as to minimize those risks.
6. Policies and tourism activities will be held with **respect to the artistic, archaeological and cultural heritage**, which should protect and transmit to future generations. You should be accorded particular attention to the protection of monuments, shrines and museums, as well as places of historical or archaeological interest, which should be widely open to the tourist.
7. **Tourists and visitors will enjoy the same rights as the citizens of the country** who visit regarding the confidentiality of the data of your person, especially when that information is stored in electronic format.



Suggested behavior on his visit by the community

Travelers to Panajachel

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

Speak with people in the hotel to get firsthand information on the situation about security and local history, culture and customs.

Actitud

Learn about the local culture and respect it. Although pictures are generally welcomed, consider the sensitivity of the people and ask for their approval prior to photography.

Note the dress of the community. Respect the customs.

Interact and spend time with local people. Please note that your cultural values may differ from theirs. The values of others are not wrong or inferior, just different.

Behavior

Avoid inappropriate emotional reactions, such as giving money out of compassion. This can be offensive.

Local communities appreciate being treated with respect and dignity.

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

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

When attending churches or any cultural activity that are taking place, try to dress and behave appropriately.

Avoid scratching the walls of the churches; they are considered historical heritage.

Avoid giving food or sweets to children; it can lend itself to misinterpretation.

Avoid providing handouts to people on the street.

Respect Local Cultures

Ask permission before taking pictures inside religious sites, sacred sites, and special events.

If you want to photograph local people, always ask permission before doing so. Most people will be happy to pose for you.

Buy local produce, including local crafts and gifts.

Be discreet in expressing your personal views on cultural issues and beliefs.

Be mindful and respectful of local standards, you can show respect for local culture, by learning words and phrases in the local language.

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

Environmental Awareness

Place garbage in proper containers (many wild animals die after ingesting bags, bottles, cigarette butts 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.

If you are planning to visit natural areas, remember the adverse effects of feeding wild species and damage to introduce extraneous or alien species in protected areas.

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 bondable tape and then return them to the reception area.

If you light a campfire, be sure to completely turn it off before leaving.

Minimize pollution using biodegradable products.

General Security Recommendations

General Recommendations		
Carry photocopies of all your travel documents and keep the originals in a safe place like the safety deposit boxes in our hotel.	In Guatemala, we accept credit cards and traveler's checks. Nevertheless, it is recommended to not lose sight of your credit card when you are paying.	Avoid bringing objects of value and do not carry all your money and documents in the same place.
Have handy the phone numbers of your embassy or consulate, medical or life insurance of your country, as well as the number of the hotel and services of assistance in Guatemala.	Keep track of your luggage or valuables, especially when in places with a large influx of people.	Try to travel in the daytime to the interior of the country and use principal highways. Use well travel roads when visiting different people and cities.
Avoid stopping on highways to transport strangers. If you think that someone needs help, contact local authorities.	Do not accept the help of any stranger in the ATM, nor allow someone to see your pin number. Check that the cashier does not have a card skimmer or a money bulge.	Try to plan your visits to tourist destinations and be familiar with the services of transport, travel packages to tourist parks before tackling the trip, to avoid confusions or tricks.
Always request an invoice when hiring any tourist service, for proof of purchase. If you are not a Guatemalan citizen, your invoices must be addressed to "end consumer" and it will not have an assigned – NIT– number.	We remind you that in Municipality of Panajachel, it is not allowed to consume alcoholic drinks in public areas, to honk the horn of vehicles in the streets, to park on a line red and/or to block large doors. The selling of alcoholic drinks is not allowed after 1:00 am.	Try to travel in groups during your visit to the beaches, archaeological parks and natural reserves, as well as follow the rules and regulations of the area.

Certification in Sustainable Tourism

Porta Hotels is very committed to the preservation of culture, care for the environment, sustainability and the implementation of best practices in sustainable tourism in all our operations. For our performance and commitment regarding the implementation of good practices and their compliance with the global sustainable tourism criteria, the Porta Hotels are credited with seal and mark of the following certifications:

 <p>2017</p>	 <p>2016</p>	 <p>2015</p>	 <p>2015</p>
<p>Integrated Central American Quality And Sustainability System</p>	<p>Touristic Quality Seal INGUAT</p>	<p>Rainforest Alliance</p>	<p>Tripadvisor</p>

In the heart of the Rainforest Alliance, approach (www.rainforest-alliance.org) is convinced that the health of the Earth is deeply connected with the welfare of those who depend on it for their livelihood. Its focus includes training and certification to promote the conservation of biodiversity, ensuring sustainable livelihoods by transforming land-use practices, business practices and consumer behavior.

The Rainforest Alliance is an internationally recognized symbol of environmental, social, and economic sustainability that helps both businesses and consumers to do their part to ensure a better future for all.

TripAdvisor is a web site (<https://www.tripadvisor.com.mx/>) where travelers can plan and book your trip. It offers advice for millions of travelers, a wide variety of travel options and planning features with direct links to tools, reserve looking for hundreds of websites to find the hotels at the best price.

TripAdvisor manages the Ecolideres program, which offers a variety of hotels and hostels that ecological measures and who are committed in the same way to implement actions that are for the benefit of the environment.

Tourism certification program sustainable Great Green Deal (www.great-green-deal.com) is offered to the tourism sector as an independent mechanism and voluntary application for the evaluation of its sustainability performance through the implementation of a methodology for auditing, management, certification and monitoring permanent, which seeks to recognize those companies whose practices are economic, social, cultural, and environmentally responsible. It has intended to find that tourism enterprises improve their management of quality and safety systems for its clients, initiate or, depending on the case, its business, environmental, and socio-cultural responsibility programs, creating comparative and competitive advantages in the tourism market.

