

MANUAL OF SUSTAINABILITY POLICIES 2018

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PRESENTATION

Sustainable tourism is one that “takes full account of the current and future economic, social and environmental impacts to meet the needs of visitors, the industry, the environment and the host communities” (World Tourism Organization, nd, parra.1). In Lomas del Volcán Hotel today today we recognize the importance of working in the sustainability of our company and therefore we present the following manual.

In this manual the policies for the sustainability of the Lomas del Volcán Hotel are reflected in order that our work is always consistent with the principles of sustainability and our strategic objectives. All our policies are based on the standard for obtaining the Tourist Sustainability Certificate established by the ICT, since it is a complete standard, which covers the points that define sustainability.

At the Hotel, we understand policies as a norm that applies to all similar situations and a clear orientation to where all activities of the same type should go. In the Manual we cover basic aspects of sustainability.

OBJETIVE

Establish work guidelines for the operation of sustainable tourism in Lomas del Volcán Hotel.

USE

The sustainability policies of the Lomas del Volcán Hotel serve as the base for its operations and will be used on a daily basis for customer service, decision making and other aspects that are covered in this Manual.

SCOPE

This manual applies to all activities carried out by Lomas del Volcán Hotel and must be respected by all the company's employees, customers, suppliers and others related to our operation.

VALIDITY

It applies from the moment of its approval and during the following two years, when it will be revised, updated and approved again.

ABOUT US

We are a mountain hotel founded in the year 2000. Our family saw a need in the tourist market of La Fortuna where, in our cattle farm of 150 hectares, there was an ideal place to offer a differentiated product and in harmony with the natural environment.

We have 58 rooms, of which 51 are bungalows and 6 standard rooms, restaurant, bar, reception area, swimming pool, jacuzzi, parking, 100% paved internal roads, sidewalks, laundry, cellar, supply area. In addition to the lodging, food and beverages service, the Hotel also offers the reservation of tours, local transportation to its clients and private transfers to its guests from and to the hotel to the different points of tourist interest in the country.

Today we recognize the importance of developing sustainable tourism and therefore, we work with the Costa Rican Tourism Institute (ICT) and the National Accreditation Commission for the Tourism Sustainability Certificate

MISSION

Create an unforgettable and sustainable holiday environment, next to the natural beauties and the identity of our bungalows

VISION

To be a leading hotel company in the mountain hotel sector in La Fortuna, in terms of socioeconomic development and customer satisfaction, hand in hand with sustainability.

POLICY FOR SUSTAINABILITY

At Hotel Lomas del Volcán we are committed to work for the sustainability of its operations and continuous improvement. To do this, we establish policies that will help us to comply with it.

ENVIRONMENTAL POLICIES

- Lomas del Volcán Hotel is committed to prevent, mitigate, compensate and restore the negative impact of its operation.
- The Hotel commits itself to report to the competent authorities the environmental damage that is presented in the surroundings of the Hotel, as well as to avoid all types of commercialization of national archaeological, heritage goods and to report cases that occur on the premises and its surroundings.
- The Hotel is opposing the extraction and commercialization of flora and wildlife continental and marine species.
- The captivity of wild animals is prohibited in the facilities Of Lomas del Volcán Hotel.
- In the Hotel, artificial boilers are prohibited, and their promotion is prohibited on the part of the collaborators as well as the guests, suppliers and other people who visit the facilities.
- We reject the consumption of animals and species in danger of extinction.

SOCIO-ECONOMIC

- Hotel Lomas del Volcán is committed to comply with the legislation applicable to the company.
- The Hotel will offer continuous and integral training to all the staff in order to promote their personal and professional development.
- The Hotel will ensure to offer appropriate facilities so that the staff can perform their work in optimal conditions.
- The Hotel will have the opening for the reception of criticisms and observations by the community, neighbors, and guests. For the follow-up, the procedure of attention to requests, complaints or recommendations must be followed.
- Lomas del Volcán Hotel is willing to listen to the ideas and actions of sustainability that the staff proposes. They will be discussed, evaluated and applied if approved.
- The Hotel will facilitate the use of its facilities for meetings or community meetings, as long as these meet to discuss matters of communal interest.
- The Hotel is in a position to support activities carried out by groups that promote the protection or valuation of archaeological, architectural, historical or cultural heritage, as well as promoting charitable, social or cultural activities that take place in the community.

ANNEXES

ANNEXES 1. APPLICABLE LEGISLATION.

Hotel Lomas del Volcán recognizes the list described as the applicable legislation to our activity.

1. National Heritage Law
2. Law 7600 on Equal Opportunities for Persons with Disabilities.
3. GIR Law
4. Law Against Sexual Harassment in Employment and Teaching
5. Forestry Law.
6. Law Against the Sexual Exploitation of People Under the Age
7. Law on Narcotic Drugs and Illegal Substances
8. Regulations for Public Use of Wild Protected Areas
9. Regulations for the cataloging and characterization of waste
10. Policies of the Costa Rican Tourism Institute.
11. Convention on International Trade in Endangered Species of Wild Flora and Fauna (CITES) and its regulations (CITES Regulations)
12. Law No. 5605 of October 22, 1974.
13. Labor Code, Law No. 2 of August 27, 1943.
14. Municipal Code, Law No. 7794 of April 30, 1998, article 79.
15. Organic Law of the Environment, Law N ° 7554 of October 4, 1995 and its reforms.
16. Law on National Archaeological Heritage, Law No. 6703 of December 28, 1981 and its amendments.
17. Forestry Law, Law No. 7575 of February 13, 1996 and its reforms.
18. Water Law, Law No. 276 of August 27, 1942 and its reforms.
19. General Health Law, Law No. 5395 of October 30, 1973 and its amendments.
20. Law No. 8325 of October 22, 2002, Article 4.
21. General Law on Tobacco Control and its harmful effects on health, Law No. 9028 of March 22, 2012 and its regulations, Executive Decree No. 37185 of June 26, 2012.
22. General Regulation for the granting of Operating Permits of the Ministry of Health, published by Executive Decree No. 34728-S of May 28, 2008.
23. Regulations for small game and big game outside protected wild areas and fishing in protected wild areas, Executive Decree No. 36515-MINAET of January 28, 2011.
24. Law of Biodiversity; Executive Decree No. 35369 of May 18, 2009, articles 9, 9 bis and 16.
25. Regulations to the Wildlife Conservation Law, Decree No. 32633-MINAE of September 20, 2005. Articles 26, 29. 23. Regulations for the Discharge and Reuse of Wastewater, Executive Decree n ° 33601 of August 9, 2006 and its amendments.

REFERENCES

- Costa Rican Tourism Institute (s.f). CST Standard - Lodging Establishments. Tourism Sustainability Certificate. Retrieved from https://www.turismo-sostenible.co.cr/pdf/Norma_CST_Hoteles_Costa_Ric_a.pdf
- World Tourism Organization (s.f). Sustainability.Definition. Retrieved from <http://sdt.unwto.org/en/content/definition>