



CONDUCT CODE FOR GUESTS

Dear Guest,

Below are some considerations to keep in mind during your stay to ensure a pleasant experience for all visitors at HOTEL CASA VERANDA (hereinafter HCV).

This regulation is directed towards guests, clients of Restaurant La Pérgola, event room renters, visitors, and occasional companions using any of our hotel's facilities.

The recipients acknowledge that any potential misconduct can prompt complaints from other clients and/or harm the reputation and prestige of HCV both within and outside the Republic of Guatemala. The rules outlined below should not be understood as excluding other analogous or similar misconducts not mentioned here.

FIRST - MANDATORY COMPLIANCE: The information contained here must be observed and followed in all exclusive or common areas within the premises of HCV without any distinction.

SECOND - PROHIBITIONS: Recipients of this regulation are particularly prohibited from, among other misconducts:

- Provoking any type of disturbance to other guests, visitors, or third parties, disorder, vandalism, hostile behavior, disturbances, notorious misconduct, disruptions of order, or any act that may affect the tranquility, silence, rest, and privacy that guests expect during their stay at the hotel.
- Behaving indecently, shouting, or producing noticeably loud noises that disturb other guests or disrupt the tranquility of the hotel.
- Acting rudely or aggressively against other guests, companions, visitors, hotel employees, whether hierarchical or not, and even against their companions.
- Removing objects or belongings from the hotel, whether from the room or other areas, without the hotel's express consent.
- Committing acts of violence, psychological or moral intimidation, harassment of any kind, making threats, justified or not, and performing any act, exclamation, or expression that affects the honor, prestige, or mental and/or physical integrity of any recipient of this regulation or any hotel employee.
- Damaging or deteriorating, wholly or partially, the facilities, accessories, goods, services, and supplies of the hotel, or of any other recipient of this regulation.
- Bringing or consuming cigarettes, cigars, prohibited alcoholic beverages, narcotics, or substances banned by national or local legislation into the hotel.



- Entering the Hotel or consuming within it cigarettes, cigars, alcoholic beverages prohibited by law, narcotics, or any other illegal substances is strictly forbidden. The Hotel is a smoke-free property, and smoking is only permitted in designated outdoor areas outside the building. Smoking is not allowed inside guest rooms, balconies, or public areas.
- Entering the hotel, or omitting to declare possession of, or having firearms, explosives of any kind, or any other weapons without express authorization.
- Bringing occasional or unregistered companions into the rooms without registering them at the hotel reception.
- Bringing companions under 18 years old into the rooms.
- Executing, promoting, or encouraging discriminatory acts against other guests, visitors, or hotel employees.
- Revealing or disclosing confidential hotel data obtained during their stay or transit through the hotel.

THIRD - GENERAL DRESS CODE: It is not permitted to walk around the hotel with a bare torso or in swimwear, except in specific areas designated for this, such as the gym. It is prohibited to use or move around the premises in inappropriate clothing and/or without wearing any clothing. Dress codes must be respected, especially in certain areas of the hotel such as the lobby, Restaurant La Pérgola, or during special events held within the hotel.

FOURTH - USE OF FACILITIES: All hotel facilities must be used appropriately, taking care of them and following their specific operating rules. This use may be limited if there are restricted areas and/or areas for the exclusive use of hotel staff.

FIFTH - CHILDREN'S CARE: The hotel places great importance on the protection of all its guests, especially children. It is necessary for those responsible for their care to pay attention to the areas they visit, the activities they engage in, and their behavior in public areas of the hotel to avoid affecting others.

SIXTH - PETS OR DOMESTIC ANIMALS: The entry or stay of any type of pets in the hotel is prohibited without prior registration and payment of the corresponding fee at the hotel reception. Failure to comply will make the owner responsible for fines and/or all damages or breakages caused by pets to the hotel's property and/or other guests and/or visitors. Additionally, animals are prohibited from entering the Restaurant La Pérgola to avoid conflicts with other guests and/or food contamination.

SEVENTH - SMOKE-FREE HOTEL: HCV is a smoke-free hotel. In accordance with National Law, smoking is only allowed outside the Hotel premises. As part of the Hotel's policy, the smoke-free area also extends to all guest rooms and their balconies.

Should a guest smoke in non-designated areas, a **US\$500** cleaning and deodorizing fee will be charged to the room account.



EIGHTH - PERSONAL BELONGINGS: Please keep your personal belongings secure in public areas to avoid losses and/or theft. Note that there is a safe in your room. The hotel is not responsible for any losses/thefts/etc.

NINTH - HOTEL'S AUTHORITY: Failure to comply with any of the rules in this regulation authorizes the hotel to, at its sole discretion, take any of the following actions: invite the offender to change their behavior or habits; require proper respect and compliance with etiquette, conduct, and dress code; insist on compliance with the provisions of this regulation; apply specific sanctions to the offender, such as a warning, suspension of the use of all or part of the hotel facilities and/or services, or exclusion from the hotel premises; and/or notify the competent public authorities for necessary intervention. The hotel reserves the right of admission and the right to deny entry to those who have previously violated this regulation and/or do not meet the aforementioned requirements. The rules contained herein should not be interpreted as discriminatory against any ethnicity, nationality, gender, religion, race, age, or political ideology of the recipients, but as a suitable means to ensure excellence and quality of service for all visitors, guests, clients, employees, or third parties. This regulation cannot be interpreted as limiting or restricting the individual rights of those who voluntarily enter the establishment, aware of its characteristics and the hotel's authority to add or update rules that complement those established here. This authority is inherent to its property rights and its responsibility for operating concerning the rights of its guests or clients.

TENTH – NOISE LEVEL REGULATION (DECIBELS). - In order to ensure a harmonious and respectful environment for our guests, staff, and the surrounding community, the following noise level regulations are established in accordance with **Governmental Agreement 11-2016** issued by the Ministry of Environment and Natural Resources of Guatemala (Regulation on Noise Emissions).

Public Areas:

- The maximum allowed noise level in outdoor common areas (such as gardens, terraces, or parking lots) is **65 decibels (dB) during daytime hours** (6:00 AM to 10:00 PM) and **55 dB during nighttime hours** (10:00 PM to 6:00 AM).

Guest Rooms and Indoor Areas:

- Within guest rooms and enclosed spaces, noise levels must remain below **45 decibels (dB) at night** to ensure the rest and comfort of all guests.



- The use of high-volume audio devices, parties, or any activities causing excessive noise beyond the permitted levels or hours is strictly prohibited.

General Provision:

- Failure to comply with these regulations may result in a warning, suspension of activities, or, in repeated cases, expulsion of the guest or visitor responsible, with no refund.
- These rules are based on current environmental legislation in Guatemala and are intended to uphold the collective well-being and mutual respect of all individuals within our premises.

HOTEL CASA VERANDA