

CODE OF CONDUCT

General Information:

Name of Business: Hotel de Montaña el Pelicano
Address: San Gerardo de Rivas; Pérez Zeledón San José, Costa Rica.
Telephone: (506) 2 742 5050
Website Address: www.hotelpelicano.net
Email Address: info@hotelpelicano.net
Contact Name: Omar Elizondo Martinez; Owner.

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(506) 2742 5050

San Gerardo de Rivas

San José Pérez Zeledón

Costa Rica

Objective:

To count on an order of conduct and to express the position of the Hotel de Montaña el Pelicano against the sexual exploitation of minors. To maintain the integrity of good living conditions for our employees, the business, and tourists, fostering and promoting our disposition through a continual internal and external informative campaign.

1. To incorporate in our program of sustainability this code of conduct which dictates the norms of conduct for the business, our staff and for the tourists.
2. The Hotel de Montana el Pelicano must inform our disposition of this code by:
 - a. At our website: www.hotelpelicano.net
 - b. An introduction manual for recently contracted staff.
 - c. Internal Labeling and Signs.
 - d. A book of general information located in our information center.
 - e. In some publications we can use some kind of logo.
 - f. Informing our staff during meetings.
3. Any case of child abuse or exploitation must be denounced immediately to the proper authorities directly by calling 911, or through the hotel reception.
4. There must exist an atmosphere of respect between staff members of the Hotel de Montaña el Pelicano, integrating visitors in this principle of mutual respect and collaboration.
5. The Hotel de Montaña el Pelicano will not deny hiring employees based on sex, religion, cultural heritage, individual or personal beliefs. Instead, employees will be chosen according to the abilities they offer and the necessities of available positions.
6. Employees must know that the client's meals, safety and needs are the priority. Employees must give courteous and friendly treatment to our guests, who are paying for high quality, integral service.
7. Employees must be conscious that guests in our hotel are looking for tranquility, peace and privacy. Therefore we must know how to anticipate and attend to their needs without invading their privacy.
8. We must conserve in confidentiality all internal information of the Hotel de Montaña el Pelicano which is not of public domain. This restriction applies to employees and non-employees alike.
9. We promise to use and take care of all aspects of the business, including the infrastructure, equipment, tools, furniture and accessories. Remembering each of these are for the explicit use within the business.

10. We will be ethical and always give our loyal competition. We will not search for our competitor's information illegally. Moreover, we will strive to maintain a good relationship with our competitors. We will not publish any offensive or false information that may hurt the reputation of our competitors.
11. The community of San Gerardo is the location where the activities of the Hotel de Montaña el Pelicano take place, therefore we must take care of and safeguard the physical, natural and cultural integrity, and idiosyncrasy of the population. Any action or act against the natural order of life in our town must be denounced to the proper authorities.
12. We must not involve our personal problems or concerns in respect to the responsibilities of the business. We must be professional who attempt to maximize the function of equipment and struggle for the objectives of the proper functioning of the Hotel de Montaña el Pelicano.
13. Any doubt or confusion regarding the application or understanding of any clause of this code may be presented to management during a personnel meeting. This code may be redesigned or modified during a personnel meeting following approval from management of the Hotel de Montaña el Pelicano.



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