



Sustainable Management Policy

According to the principles of the World Charter of Sustainable Tourism +20, Puerto Norte Design Hotel is committed to the preservation of the environment, the well-being of our team and community.

Our goal is to provide the best personalized and exclusive service to our guests. Hospitality is our function and our main concern is to make our guests feel at home. We completely depend on them and their satisfaction.

Personalized service is the main value of our hotel to make a difference.

Quality is inside us, as long as we are capable of transforming our daily work into an exercise of good work. We carry our work trying to comply with current applicable regulations related to the environment and biodiversity, historical and cultural heritage, safety and health.

In addition, we seek to reduce the environmental impacts resulting from our activity by applying actions aimed at reducing pollution, improving eco-efficiency and the responsible use of resources.

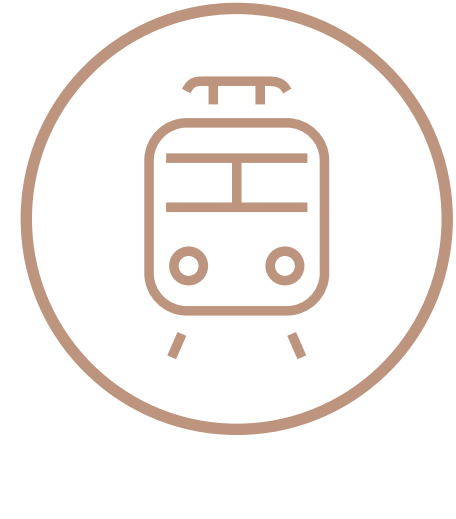
We work as a team, promoting communication between all areas to achieve increased motivation and constant improvement in the quality of our products and services, always committing to respect the environment by carrying out good environmental and safety practices. To do this, we work to improve our processes and we implement strategic measures to promote sustainable tourism.

Decalogue of the Responsible Tourist



Start with *yourself*

Being a **responsible tourist** means having your trip well-organized, planned in advance, and with everything you need to avoid any "impacts" on your expectations or your wallet.



Choose transportation *wisely*

Consider the means of **transportation** to your destination and also those you will use to get around during your stay. Opt for **energy-efficient transportation options** that save energy or have **reduced or zero pollutant emissions** (electric vehicles). Try to use public transportation, and when feasible, move around by bicycle or on foot.



Stay in sustainable *accommodations*

These are establishments or apartments that are **environmentally responsible**, either due to the materials they are built with, the resources they use, or the type and use of energy.



Use electronic *devices*

This is a way to reduce paper consumption and avoid generating **unnecessary waste**. Try to have all your reservations, tickets, maps, guides, or invoices in **digital format** on your smartphone or tablet.



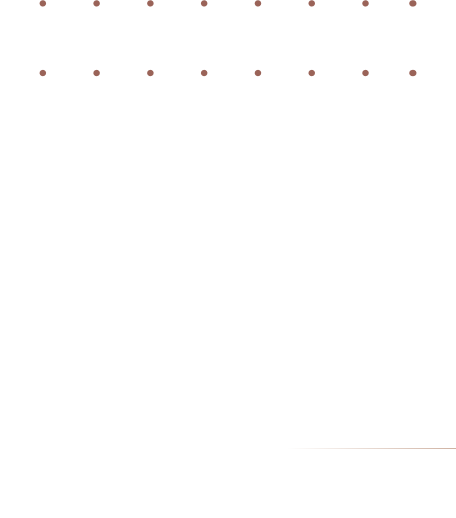
Don't waste *energy*

When staying in a hotel, we often don't worry about water or **electricity consumption** with the excuse that we have already paid for everything. Who hasn't left the keycard in the room and had the air conditioning running for hours? By wasting energy, we are harming the territory we have traveled to and the planet as a whole.



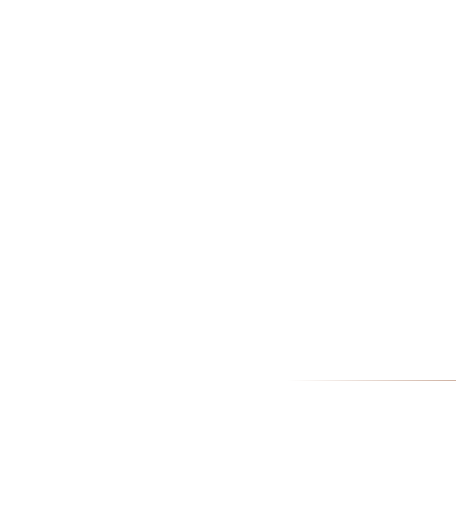
Respect the *local nature*

Try **not to degrade the ecosystem of the area you visit**, the natural spaces, animals, and plants. Also, avoid buying objects made from materials obtained through illegal methods (ivory, fur). When it comes to food, consider the seasonal bans on certain seafood or game animals, as there are places that do not respect them.



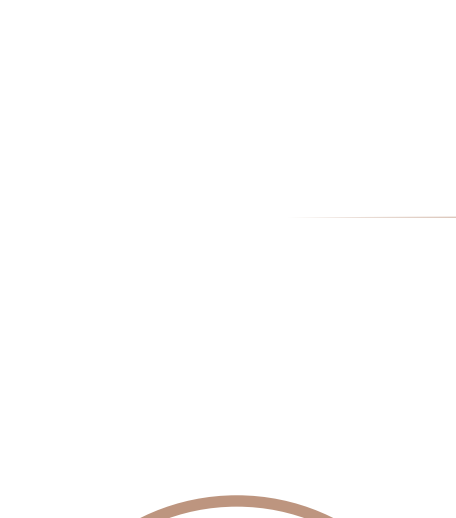
Contribute to the *local economy*

Consume **products and services specific to the area** that boost its economy, meaning they involve other people and businesses in the territory. Eat at restaurants that offer typical dishes made with local ingredients, look for souvenirs from local artisans, enjoy the festivals and traditions, etc.



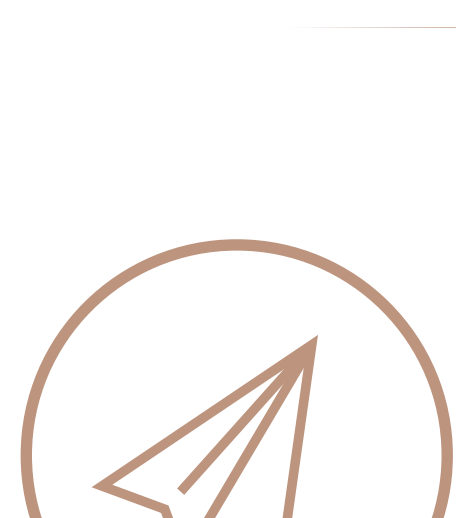
Be considerate of the *local population*

Traveling involves interacting with **the people of the place you visit**, and for that, it is necessary to know, understand, and **try to adapt to their habits, rules, and customs**. Avoid imposing our way of life on the destination.



Minimize waste *generation*

When we travel, it can be difficult to carry items that we can do without, so we resort to "use and throw away." To avoid generating excessive waste, it is good to use **reusable bags or bottles**, and avoid plastic dishes and cutlery, just like in our everyday life. Additionally, we should find out how recycling is done in the city or in our accommodation so that each type of waste goes in the correspondin



Share the Responsible *Traveler Manifesto*

When you return, reflect on what you have learned and experienced during your trip and on your achievements as a responsible tourist. **Share your experiences** with friends and family, and encourage them **to practice responsible travel as well**.