



Telephone operator:

Assistance is available in English and Spanish by dialing "0".

Telephone Services:

Internal

Operator	"0"
Reception or Emergency	601/632
Bellman Service	669
Guest Service	622
Room Service	628
Concierge Ocean Vista Suites	600
Tour Desk	613
Pacifica Spa	653
"La Galería" Restaurant	642
"Don Juan" Bar	642
"Galeón" Pool Bar	625
"La Fragata" Restaurant	686
Room to room	Room Number

External

Outside line	9
Local Calls	9 + Number
International Calls	9 + 00 + Country Code + Number
National Phone Information	9 + 113

SECURITY

Emergency & Medical Services

Our staff is trained in first aid and CPR. If you require the services of a doctor, please inform the front desk (inquire as to cost of service), and a medical professional will be on site within 15 minutes. In case of illness or trauma, the nearest medical center is the Max Terán Hospital in Quepos, located approximately 20 minutes away by car.

Safe

Please keep your valuables locked in the safe located in your room. The hotel is not

Close all the doors and windows in your room when resting or sleeping
Lock all doors to your room and keep your valuables in the safe.

Visitors (Companion Policy and Law Against Sexual Exploitation)

Parador Resort & Spa reserves the right to refuse admission to and the accommodation of persons in situations that may cause discomfort to the other guests and staff of the hotel.
The hotel is not responsible for lost items left out of the safe. If you require assistance with your safe, contact the front desk or customer service by dialing "0" or "622".

Electricity (Voltage, Adapters, Power Surges, Power Plant)

Here in the tropics we experience rainstorms that can cause power outages. If this happens, it only takes a few moments for our generator to kick in. Please allow several minutes for the air conditioning system to reset.

Earthquake and Fire (Tremors are common in Costa Rica)

1. Stay calm. Do not panic. Notify front desk by dialing "0" to activate the fire emergency procedure and have them call the fire department as soon as possible. Firefighters will reach the scene within minutes after receiving the alarm call.
2. Do not overestimate the firefighters' ability to extinguish a fire. Most of the fires cannot be easily extinguished. Do not try to extinguish the fire once it starts to spread rapidly. If you try to extinguish a fire, make sure you have a clear path of retreat from the room.
3. If you decide to leave the building during a fire, try to close all doors when you leave to limit the spread of the fire. Never use the elevator. This could stop between floors or leave you stranded where the fire is burning.
4. The heat, smoke and gases emitted by burning materials can quickly overtake you. If you are in a heavy smoke condition, lean slowly toward the floor as you walk away, taking short breaths through your nose.
5. If your clothes catch on fire, do not run. Drop to the ground, cover your face with your hands and roll around to douse the flames.

Evacuation Instructions in Case of Fire in the room.

1. Exit the room where the fire is located, close the door and take your keys.
2. Make sure everyone exits the room with you.
3. Alert the people on your floor by knocking on their door on your way out.
4. Take the stairs closest to you to exit the building.
5. DO NOT USE THE ELEVATOR.
6. When you are safe call the Front Desk by dialing "0", do not assume that the fire has been reported unless firefighters are already on the scene.

Evacuation Instructions in Case of Fire in a room close to yours

1. Stay inside your room and listen for instructions from the fire department or the hotel security staff unless conditions surrounding you become dangerous.
2. If you need to leave the room, first touch the door to see if it's hot, if not hot, open it slightly and check to see if there is no smoke, heat or fire in the hallways.
3. If you can get out of the room safely, follow the instructions given above.
4. If you cannot leave the room or the building safely, call reception by dialing "0" and provide your location, floor number, room number and how many people are with you.
5. Seal the bottom of your door and any other point of entry for smoke with towels or wet sheets.
6. Open windows slightly but don't break the glass.
7. If conditions appear to be life threatening, then open the window and signal with a towel or sheet to attract the attention of firefighters.
8. If smoke conditions worsen before help arrives, stay close to the ground and take short breaths slowly through your nose, if possible move to the balcony or patio away from the smoke, heat and fire.

Insects and wildlife

Please keep in mind that you are in the jungle, where many forms of wildlife make this spectacular jungle setting their home – please respect their space and do not feed them. It is a good idea to keep doors and windows closed and not leave personal belongings unattended on the terraces – the curious animals may take a souvenir of their own! Also, remember that ants are abundant and love sugary food and drinks.

We recommend the following:

1. Do not approach or feed any wild animal.
2. Avoid going barefoot outside the room.
3. Inspect your clothes and shoes outside your room before putting them on.
4. In the event of an incident, please remain calm and notify our staff. We will gladly help you!

RECEPTION

CHECK IN/CHECK OUT

Check in time is 3:00pm. We cannot guarantee that your room will be available before this time. To facilitate the check in process, we suggest that you present a major credit card at the Front Desk upon arrival. A deposit will be required at check in for all guests not using a major credit card. The deposit will be used to cover any incidental charges that you may incur at the hotel. Any unused portion will be applied to your bill upon check out.

Check out time is 11:00am. If you need to check out earlier than your expected departure date or later than 11:00am on your departure date, please inform the Front Desk as soon as possible. A charge of one full night's room plus tax will be charged as an Early Departure or Late Check Out fee.

CURRENCY EXCHANGE

Foreign currency exchange service is available at the Front Desk (US dollars and Euros).

MONEY EXCHANGE

- The Colon is the official currency of Costa Rica. The exchange rate fluctuates per the Central Bank's exchange rate in Costa Rica. American dollars are accepted at most restaurants, shops, taxis and for tips. If you need to exchange money, please contact the Front Desk.
- Major credit cards are accepted in most establishments in the country.
- Taxes: By law the following taxes apply to our services:
 - 13% sales tax
 - 10% service charge

BELLMEN SERVICES

Our Bellmen Service Department will be happy to transport your luggage to your room or to the reception area, for assistance please dial "0".

Complimentary luggage storage for early arrivals and late departures is also available at the bellmen stand.

HOUSEKEEPING

- **Cleaning:** Rooms are cleaned between 7:30am and 3:00pm. If you require additional cleaning services, please call Guest Services at extension "622" or the Front Desk at extension "601".
- **Replacement of Towels and Linen:** You will find information about the policy regarding replacing towels and sheets in your room. Please use cards provided if you would like to contribute to our sustainable laundry efforts.
- **Non-smoking room Policy:** Our rooms are 100% non-smoking. If your room smells of cigarette smoke an additional \$250 cleaning fee will be charged to your account upon departure. We comply with Law 9028-TOBACCO SMOKE-FREE ENVIRONMENT.
- **Laundry Service:** You will find a price list in your closet along with a bag for the clothes you wish to have cleaned. The form must be completed when requesting laundry service. If we receive your laundry before 11:00am, it will be cleaned and delivered the same day, otherwise, your clean clothes will be delivered the next day. The hotel does not offer dry cleaning services. To request laundry service please dial extension "601" or "632".
- **Laundry Self Service (8:00am-10:00pm):** If you prefer to wash your own clothes, there is a self serve laundry room located next to room 125. Laundry tokens are required to operate the machines. Tokens are available in "La Joyita" gift shop.
- **Lost & Found:** Housekeeping retains all items found for one month. If you have a lost or forgotten an item, please contact Guest Services at extension "622".
- **Accessibility:** The hotel has rooms designed for people with disabilities. We also have wheelchairs available on request.
- **Internet:** We provide free wireless access in the rooms, suites and all common areas. We also have an Internet Center available in the library above "La Galería" Restaurant.
- **Event and Conference Rooms:** The hotel has several indoor and outdoor options available for meetings and conventions, and capacity varies depending on setup. For detailed information and reservations please contact Guest Service at extension "622".
- **Library:** The hotel has a library for the enjoyment of our clients located on the mezzanine, across from the Madrid conference room. Feel free to participate in the exchange of books or magazines.
- **Newspapers:** National and regional newspapers are available at the front desk.
- **Taxis and other Transportation Services:** If you require local transportation, please call extension "0" or 601, and we will be pleased to assist you. Local transportation is usually available within 15 minutes at the hotel's main entrance. Note that the hotel offers free shuttle service to Manuel Antonio National Park with a fixed schedule. If you require assistance with any other transportation services, Customer Service or the Tour Desk will be happy to help you.

- **Babysitter (book with 24 hours notice):** We can arrange for a nanny to care of your children while you enjoy a romantic dinner or a relaxing treatment at the Pacifica Spa. Please contact the front desk at extension “601” or Guest Service at extension 622 to request this service.
- **Tips:** Tips are included in your restaurant bills. If you’d like to reward exceptional service, you can add a tip to your account or simply hand cash to deserving employees.

SHOPS

Dulcinea (12:00pm-8:00pm)

Décor, jewelry, fine handcrafts and more.

La Joyita Souvenir Shop (7:30am-10:00pm)

Our sundries shop located in the pool area, where you’ll find everything you need from small souvenirs to pharmaceuticals and snacks. If you have an emergency, and the store is closed, please notify the front desk and we will be happy to assist you.

POOLS

Main Pool (7:00am - 8:00pm)

The large main pool area has two pools, a cold-water Jacuzzi, and a swim up bar. Lunch & Sushi may be served around the pool.

Adult Pool (For guests age 18 years or over, 7:00am - 10:00pm.)

Located below the main pool and adjacent to the Spa, it is the perfect setting to relax, sunbathe and read.

Ocean Vista Pool & Jacuzzi (For guests age 18 years or over, 7:00am - 8:00pm.)

Exclusive to guests staying at the Ocean Vista building.

Pool Towels

Pool towels available at the tour desk.

Safety / Lifeguard

The Resort has no lifeguard; you are swimming at your own risk. Please watch your children while enjoying the pool.

BIESANZ BEACH

There is an exotic white sandy beach with crystal clear waters hidden in a small bay and within walking distance from the resort. From our entrance, walk down the main road to the sign on the left that says “Biesanz Beach” (approximately 600 feet). Make a left through the fence and follow the nature trail to the beach. Playa Biesanz has small waves and is safe for swimming and snorkeling. At low tide, you may observe two ancient turtle traps, on both sides of the beach, made by the Quepoa Indigenous people who resided on Punta Quepos. There are kayak and snorkeling gear rentals on the beach as well.

Additionally, the resort offers complementary transportation on an electric golf cart to the entrance of the trail, contact reception on guest service to request.

Remember not to leave your belongings unattended at the beach or at any other public spaces.

MANUEL ANTONIO NATIONAL PARK

It is highly recommended that you visit Manuel Antonio National Park, for its white sandy beaches, crystalline waters, abundant flora and fauna and trails to explore. The resort offers complimentary private shuttle service down to the public beach and the national park. You must sign up at the reception for shuttle service. The National Park is open from Tuesday to Sunday from 7:00 am to 4:00 pm and is closed on Mondays.

Admission Tickets available at the park entrance.

If you would like a guided tour of Manuel Antonio National Park, please inquire at the Quepos Verde Aventura tour desk across from the main pool.

**COMPLIMENTARY SHUTTLE SERVICE SCHEDULE
PARADOR RESORT - MANUEL ANTONIO**

DEPARTURES		RETURNS	
		Mary's Rentals	Roundabout
08:10 am		08:25 am	08:35 am
09:00 am		09:15 am	09:25 am
11:00 am		11:15 am	11:25 am
		12:45pm	01:00 pm
02:10 pm		02:20 pm	02:35 pm
		04:10 pm	04:20 pm
05:15 pm		05:20 pm	05:35 pm
BUS DEPARTS FROM MARY'S RENTALS and the MANUEL ANTONIO ROUNDABOUT			
PLEASE BOOK YOUR SPOT			

TENNIS COURT

Rackets and tennis balls available at the tour desk.

GYM (6:00am – 10:00pm)

The air-conditioned exercise room with a view of the jungle features cardiovascular equipment and weights. Towels, water and a rest room are available on site. Please do not remove the towels from the gym.

MINI GOLF

Golf clubs available at the tour office.

ICE

Find icemakers in the following areas:

- Adjacent to room 125.
- At the entrance to the building of the 200 rooms.
- Premium Floor, rooms 400, next to room 414.
- Third floor of the Ocean Vista building (Suites), in front of the internal elevator.

PARKING

Twenty-four-hour secure parking available during your stay.

NATURE TRAILS

The property at Parador Resort sits on 12 acres of tropical rainforest, two of which are primary and secondary forest. Here you'll find nature trails, where you can view diverse precious woods species and many varieties of fruit trees, which attract large numbers of wild animals that are permanent residents within the property's reserve. The best time to observe the wildlife is very early in the morning. We recommend good sneakers or hiking shoes, as the trails can be muddy and slippery.

We invite you to visit these trails and enjoy the presence of the wild inhabitants of our surroundings, the majestic cliffs and the rolling ocean waves below. The trails are open until 5:30pm, and you may explore the trails after sunset during our nighttime walking tour (inquire at the tour desk in front of the main pool.)

WILDLIFE

These are only some of the species we are fortunate to share this space with:



Squirrel Monkey / Mono Titi *S.O. citrinellus*

During your stay, you may be lucky to see what the Smithsonian magazine once called the “Peaceful primate”. Per the most recent study, they are on the verge of extinction and there are approximately 1,500 individuals left today. Their only habitat is Manuel Antonio. These friendly little monkeys travel in groups and can be spotted around the property in the early mornings and late afternoon. They mainly feed on fruit and insects (please don’t feed them). If you’d like more information or wish to help us in our efforts to save the Titi monkey, we have information at the tour desk or link on to monotiti.org.



White-throated Capuchin (Whiteface Monkey)

The white face monkeys also travel in groups and feed mainly on insects and fruit. They are very curious and end up on your balcony when you least expect it. Capuchins will not attack, but always lock your sliding door when leaving your room.



Three-toed Sloth

A very slow moving, long brown haired mammal, with a very sweet smile. Can normally spotted alone or with a baby in the “guarumo” trees around the property perimeter, along the nature trails and right outside the Ocean Vista Suites.



White-nosed Coati

These cute animals have a long tail and long snout. They climb trees like monkeys and walk on the ground looking for fruit and insects. They can easily be spotted throughout the property and along the nature trails.



Mantled Howler Monkey (Mono Congo)

These monkeys are rarely seen, since they are very shy and stay high up in the trees, but they can certainly be heard at sunrise and sunset. Listen for a howling sound, like that of a barking dog. They can be spotted around the Ocean Vista Suites and the perimeter of the hotel.



Iguana (Ctenosaur)

"They are found throughout the property inside the pipes and between the rocks. Our pet "Pedro" resides in the pipe at the entrance of the lobby. You can get very close to them to take pictures, but please do not feed them, they can bite."



Yellow headed Cara-Cara

These falcons are very rare in the peninsula, but you will observe two of them on the property, around the pool, and in the palm trees. Listen for their high-pitched calls.



Humpback whales

These enormous mammals can be spotted right from the hotel terraces at certain times of the year (Aug-Oct and Dec), when the whales are on their migratory journey looking for warm waters to have their babies.



Raccoon (Procyon lotor)

In Costa Rica, they belong to the same species as those found in North America. They are mainly seen near beaches and rivers. These clever animals with their "bandido" masks quickly learn how to open wardrobes and fridges, so please be sure your doors and sliding glass doors are firmly closed.

FOOD & BEVERAGE

La Galería

Live music complements fine dining at La Galería, an elegant ocean-view restaurant overlooking the hotel's gardens and beautiful pool area. The diverse menu and daily specials spotlight the tropical flavors of local cuisine alongside Mediterranean-inspired dishes. La Galería is perfect for a romantic evening or a family meal.

La Galería also serves breakfast and lunch and is conveniently located just steps from the main pool. An extensive breakfast buffet (included in your room rate) features a design your own omelette station, fresh bread and pastries, tropical fruit and juices, cereals, traditional Gallo Pinto, and Costa Rica's famously rich coffee. It's the best way to start your day!

Hours: Breakfast: 6:00am - 10:00am / **Lunch:** 11:00 - 6:00pm / **Dinner:** 6:00 pm - 10:00pm

Bar Don Juan

Relax with a cocktail before or after dinner at this cozy European-style piano lounge located at La Galería Restaurant. It also features outdoor seating available on the surrounding terrace. This is great meeting place for old and new friends to share their day's adventures. After dinner hours, the bar transforms into a popular party spot as the classical music is replaced with tropical rhythms sure to get you dancing.

Hours: 12:00pm - 11:00pm **Happy Hour (2x1):** 6:00pm - 7:00pm

El Quijote

Located over the lobby, El Quijote is the ideal location for dinner in a relaxed and informal setting.

La Reina Private Dining Room

Enjoy a private evening by candlelight in this elegant medieval-style dining room, complete with a personal server. Choose your dishes from any of our restaurants' menus or create your own.

- Maximum capacity is 10 people and a food and beverage minimum charge applies.

El Galeón Pool Bar & Terrace Restaurant

Hungry and thirsty but don't want to leave the cool waters of the beautiful main pool? We've got you covered! A light lunch menu or sushi served on the terrace will meet your need for food while the swim-up bar takes care of your thirst.

Hours: 10:00am - 6:00pm

La Fragata Ocean View Restaurant & Tapas Bar

Located at the property's highest point in the Ocean Vista building, the casual La Fragata Restaurant & Tapas Bar serves up a selection of fresh fare and tasty cocktails with a side of breathtaking views and cool ocean breezes. Pool bar service is available all day and stunning sunsets make this a great choice for early evening cocktails.

Hours: 11:00am - 6:00pm

La Cava Private Dining Room

Enjoy a romantic dinner in our very private wine cellar. Impeccable service comes with a specialty menu you can create from any of the offerings of our on-site restaurants.

Room service Extension "642"

If you wish to have your meal in the privacy of your room, our room service menu is available for you to enjoy. **Buffet breakfast is not included in the room service menu.**

When finished, please place trays outside the door and dial extension "642" for someone to come pick them up right away. Leftovers are very tempting to the local wildlife and feeding the animals is not encouraged for several reasons. Thank you!

Hours: 11:00am - 11:00pm

Mini Bar

If you want to stock your mini bar or have any special requests, please contact the reception at extension "601" or "622".

Special requirements

If you have any specific dietary requirements or food allergies, please let us know at Customer Service at extension "622".

SPECIAL EVENTS

- Weddings
- Banquets
- Incentives
- Meetings
- New Year's Eve Carnival

If you'd like more information about these special events, please dial extension "622."



Ecological Blue Flag

Our category: Climate Change, for which we have received 5 white stars and one silver star.

What is the Ecological Blue Flag Award?

The award promotes volunteer work in the areas of conservation and development, in accordance with the protection of natural resources, seeking the implementation of actions to face climate change, and the quest for better sanitary conditions and public health improvement for the Costa Rican population.

Objective of the Blue Flag Program

Transmit our commitment and respect towards the conservation of our natural environment and include our collaborators, guests and visitors.

Importance of the Ecological Blue Flag Program

- Minimize environmental impact through program execution.
- Increase awareness of sustainable topics for our collaborators, guests and visitors. (Environmental Education).
- Fulfillment of the conservation and sustainable development standards.

Parador Nature Resort & Spa's Tourism Sustainability Policy

“Parador Nature Resort & Spa and its employees are committed with the society, the community and visiting tourists to provide environmentally, socially and culturally responsible services where sustainable practices are followed.

We are committed to a mentality in which consumers, tourism operators and nearby communities interact positively in a social and natural setting in harmony with the environment.



Certification for Sustainable Tourism

The certification for sustainable tourism is a process by which companies and organizations analyze their operations striving for efficiency, productivity, quality, environmental impact and customer satisfaction.

What does the CST consist of?

It is a program that seeks to categorize and certify each tourism company per the degree to which its operations comply with a model of sustainability, established by the Costa Rican Tourism Board. Four fundamental aspects are evaluated, three common ones and one specific one:

1. Business Management

Evaluates aspects related to sustainability management, quality of service, safety concerns and employee development, infrastructure and equipment management, regulation compliance, among others.

2. Social, Economic and Cultural Impact

Evaluates criteria specific to socio-economic impact, support for community development, gender equality and contribution to the development and dissemination of local culture. Evaluations are done regarding internal systems and processes, waste management and the use of technologies for electricity and water conservation.

3. Environmental Impact

Evaluates the company's management of water usage and water effluents, energy efficiency and clean energy usage, waste management, acquisition policies and contribution to biodiversity conservation. Additionally, carbon footprint mitigation, climate change adaptability policies, as well as the support of adjacent ecosystems and pollution contamination.

4. Specific Indicator

Evaluates all specific aspects of each category of supplier, subdivisions and special characteristics of the operations.

Levels

- 1. Basic Level:** Total compliance with mandatory indicators.
- 2. Elite Level:** 30% compliance of mandatory indicator or Improvement and Continuity, and 70% compliance of External Impact.

Who manages it?

The official entity in charge of this program is the Costa Rican Tourism Board (ICT). Notwithstanding, this initiative is supported by a National Accreditation Committee which been made official by executive decree where all sectors related to this topic interact ([N°41415-MINAE-M CJ-MEIC-TUR](#)). Additionally, the educational sector is represented by the Costa Rican University (UCR) and the Central America Business Administration Institute (INCAE).

The private sector is represented by the National Tourism Chamber. The participation of international entities is represented by the International Union for Nature Conservancy (IUCN). For the public sector the Ministry of Environment and Energy (MINAE) and the Nacional Institute of Biodiversity (INBIO), who along with the ICT are responsible for coordinating program execution and implementation.

Technical Support

The national organization will be assisted by a technical committee at the highest level, comprised by professionals of varied disciplines.

Said commission will be tasked with designing the parameters and indicators and establishing corresponding methodological procedures to carry out the evaluations. Additionally, the execution, supervision, and auditing of evaluations, and proposing program marketing strategies.

The team at Parador Nature Resort & Spa believes that both international travelers and locals will benefit from the interaction of learning how to support Sustainable Tourism in Costa Rica. Residents learn that their customs may be of interest to foreigners, and visitors obtain more in-depth knowledge about Costa Rica, including the awareness of environmental, cultural, conservational and economic issues.

Some of our sustainable programs are:

1. Energy conservation program throughout the resort.
2. Water conservation program throughout the resort.
3. Some laundry is air-dried; and clothes dryers and guest room water heaters run on gas.
4. Room keys turn on/off electricity at all suite guest rooms.
5. Energy saving light bulbs have been installed in 95% of the hotel's facilities.
6. Motion detectors installed on public bathroom lights.
7. Treated water certified by the Ministry of Public Health of Costa Rica is reused for the irrigation of 2,000 square meters of gardens.
8. Information in the rooms encourages guests to reuse towels and linens and conserve water and energy.
9. Low-flow toilets in all bathrooms.
10. Rainwater is collected and purified; then used for hotel maintenance.
11. Controlled water pressure system.
12. Parador Resort & Spa protects 7 acres of secondary & primary rainforest; this represents 50% of its property. This reserve includes hiking trails for guests to enjoy.

13. The recycling program at Parador Resort & Spa includes aluminum, paper, glass, plastic, electronic equipment, plastic top delivery and “eco blocks” or “eco bricks”, as well as toilet paper rolls delivered to schools for art craft projects.
14. Annual recycling fair, “ReciclaParador.”
15. The organic waste is used to produce natural fertilizer and insecticides for the gardens.
16. Shampoos, conditioners and soap are 100% biodegradable, and the bottles are resent to the factory to be reutilized.
17. Certified biodegradable cleaning agents.
18. Hotel focuses on alternative uses for materials or equipment once they have fulfilled their basic function, often donating them to community groups.
19. Parador Nature Resort & Spa makes annual financial donations to organizations such as, COPAZA, Paws, the Foundation for the Paliative Care Unit, the Quepos Football Club, Kids Saving the Rainforest and The Sloth Institute. It also makes charitable donations of clothing, towels, linens, food, and more to the Nursing Home, to various schools in the area, to the Costa Rican Red Cross, and others. The hotel encourages its staff to participate in various community programs through an internal newsletter.
20. Parador’s Family participates in the community beach cleaning program. It also helps with reforestation along the riverbanks of Rio Naranjo, helping to preserve this area as a biological corridor.
21. All mini bars in the guest rooms are turned off for energy saving, once the guest checks in he is given instructions on how to turn on and request products to stock it.
22. We are part of the Ecoins programs, whose objective is to create consumer awareness and increase the volume of recyclable material.

Environmental and social responsibility Programs Supported by our WE SHARE Program



Parador Nature Resort & Spa is strongly committed with the conservation of nature, supporting local community projects and taking steps to reduce its impact on the environment. We invite our guests to cooperate with a small donation of \$1.50, which is added to your room bill and goes towards assisting the following organizations:



Copaza is a non-profit group dedicated to preventing violence and providing employment and social opportunities with emphasis on at risk kids in the Quepos region of Costa Rica. Through the implementation of cultural and sports programs and addressing employment and other public issues, Copaza works diligently towards creating and promoting a viable, self-sustaining and peaceful community. www.copaza.org



PAWS is a non-profit animal welfare organization which provides services for cat and dog populations in Quepos. Their volunteer team works on rescuing abandoned or lost animals, neutering and spaying, tending to injuries or illnesses if present, preparing for adoption and more. www.pawscr.org



Foundation pro-unit for Paliative Care The objective is to facilitate human, material and intellectual resources necessary so that children and adolescents who are in a limited life condition and or terminal, receive efficient and opportune care. This is conjunction with their families, guaranteeing it is based on the principles and philosophy of Paliative Care.



Pack for a Purpose We are proud members of Pack for a Purpose, an initiative that allows travelers like you to make a lasting impact in the community at your travel destination. If you separate just 5 pounds (2.27 kilos) of space in your suitcase and bring supplies for area schools or medical clinics in need, you'll make a priceless impact in the lives of our local children and families. **PackforaPurpose.org**



The Ouepos Football Club was created to train children in the sport, transmitting discipline and teamwork, and keeping them away from drugs. They offer spaces for socialization of children and young adults, impacting their physical and emotional wellbeing. Several participants in the school founded by Henry Acosta, who also serves as their coach, have had important careers in local football clubs.



Hacienda Barú National Wildlife Reserve Located in the Central Pacific region of the Puntarenas province, at the border between the cantons of Quepos and Osa, the Barú National Wildlife Refuge spans a total of 330 hectares of protected areas. This includes three kilometers of coastline and one kilometer along the Barú River. The reserve encompasses a diverse and appealing topography that rises to 300 meters above sea level, hosting various ecosystems: primary and secondary tropical rainforests, wetlands, mangroves, and coastal areas. Its mission is to ensure the conservation of the local wildlife, including the protection of sea turtles that nest on Barú Beach.

Climate Change

Parador Nature Resort & Spa is aware of the importance of protecting the environment, which is why we have focused over the years on sustainable actions to mitigate the emissions of greenhouse gases that contribute to global warming.

The greenhouse effect is a natural phenomenon that has evolved on our planet. It prevents some of the sun's heat the earth receives from leaving the atmosphere and returning to space, thus producing an effect similar to that observed in a greenhouse.

The increase in temperature affects natural phenomena such as winds, ocean currents, tropical storm formation and more, as well as the survival of life forms as we know them.

Climate change is a phenomenon that occurs naturally over the span of thousands of years of evolutionary history; however, Earth had never before encountered the human species. The current problem is precisely the human element, which is aggravating and accelerating climate change, spurring changes to happen within a few years instead of allowing them to occur naturally over a span of thousands of years. This is why the consequences of our lifestyle as we know it today can be truly disastrous.

For example, an increase of only two degrees in global temperature could have significant effects:

- It would cause the extinction of the mollusks that live in the coral reefs and the coasts, which are a vital part of the food chain in these habitats.
- It would affect the formation of coral reefs around the world. This marine life removes and recycles carbon dioxide, a major contributor to global warming, but the reefs are currently being oversaturated.
- It would radically impact forests—the Amazon, in particular, which is the Earth's principal "lung."

This change of only two degrees on the surface would also trigger a series of events that would increase the effects of climate change exponentially, eventually reaching a point of no return with unprecedented consequences for humanity.

This is the main reason why Parador has focused from the start on concrete actions and responsibility for the environment, thus reducing its impact on climate change.

Parador has calculated its carbon footprint and has been implementing action plans to reduce it, creating actions and investments that have been developed to contribute to the reduction of global warming. For example, the hotel has invested in more efficient and environment-friendly equipment, which has significantly reduced power consumption—one of the factors with the greatest impact on our carbon footprint.

Some concrete actions that the hotel has been investing in for the long term include:

- Gradual replacement of lights with energy efficient lighting.
- Replacement and unification of cooling chambers in the kitchen with more efficient and environment-friendly systems.
- Gradual shift in air conditioners with more efficient and environmentally-friendly cooling systems.
- Change of the water-pumping system with a more efficient system.
- Change of electric water heaters with more efficient gas units.
- Significant improvements in all the electrical connections, the transformers and electrical systems, switching to more efficient systems.

As part of our commitment to protect the environment, we will continue to implement projects to reduce the impact of climate change. We urge you to learn more about the impact of global warming so, like us, you can take a step further to ensure a better future for this generation and those to come.