

SUSTAINABLE Tourism Delagente



CCEPA - Comienzo Valle Delagente, septiembre 2024.





Welcome

We share this information with you with the objective of promoting the good actions and commitments that our hotels have with the Colombian Technical standards, defined for accommodation spaces in Colombia.

We hope you have a happy stay at our hotel, and that here you can learn about the value of sustainability aimed at practices of care and preservation of our environment.

**We are part of the care and conservation of our resources,
we are Delagente!**

*The information contained in this document is exclusively for the use of guests at Comfenalco Valle Delagente Hotels (Yanaconas, Villasol and Comfamar).



Commitment to Sustainable Tourism



- Yanaconas Hotel and Recreational Center in Cali.
- Villasol Hotel and Recreational Center in Cartago.
- Comfamar Hotel in La Bocana, Buenaventura.

If you receive the printed version, we invite you to read this document and leave it in the room for consultation of the next guests.





Recommendations for the use of our hotels

- Follow the recommendations given by the hotel staff.
- Identify meeting points and emergency exits, bearing in mind the safety recommendations.
- Make good use of the hotel facilities.
- If you identify any damage to the water or electricity supply, as well as the use of electrical appliances provided for your accommodation, report it immediately to the hotel reception.
- Adopt the environmental practices recommended by the hotel.
- Take care and protect your belongings during your stay. Comfenalco Valle Delagente is not responsible for theft or loss in its facilities (rooms, common areas or parking) nor does it assume any cost for the loss of money, jewelry and other personal items left in your vehicle and/or in another area of the facilities.
- Children under 12 years of age must use the pools accompanied by their parents. Do not leave them alone at any time.
- Use appropriate and safety clothing for the use of swimming pools.
- Before entering the pool, you must shower.
- Take care of the elements provided by the center for your fun and entertainment.



Services

Protected area

We currently have this service, guaranteeing our users attention by specialized personnel (doctors) who, if necessary, can transfer them by ambulance to an H.S.P. (I.P.S. in Spanish) according to the doctor's diagnosis.

Basic first aid services

To guarantee the safety and well-being of users during their stay in our hotels, we have first aid services available.

Permanent lifeguard

We have staff who consistently perform this function proficiently, with training as paramedics and/or nursing assistants, as well as in aquatic rescue. Our lifeguards carry out a role of prevention and providing basic first aid; if the situation requires a different level of attention, the protected area service is immediately requested.

At the Yanaconas Hotel and Recreation Center we have a lifeguard and a permanent paramedic, at the Villasol Hotel we only have a permanent lifeguard and at the Comfamar Hotel, we have a paramedic in high seasons.

**The protected area services, first aid and permanent lifeguard, apply only to the Yanaconas and Villasol Hotels. The Comfamar Hotel has a paramedic in high seasons and weekends.*

Emergency Response Plan and Evacuation Plan

Each Hotel has its corresponding risk analysis, attention and prevention measures for them, as well as evacuation routes and meeting points.





Sustainable Tourism Policy

Recognizing the importance of maintaining sustainable tourism development in the Comfenalco Valle Delagente Hotels, we provide services that meet the requirements of our interest groups, legal regulations and the standards of the hotel and tourism sector. We also prioritize sustainable use of the natural, sociocultural and economic resources necessary for our activity.

We are committed to continuously improve our processes in order to mitigate any negative impact and raise awareness among our employees about the principles of sustainable tourism.

We preserve and protect the heritage of the region, promoting the tourist destinations where our hotels are located, preserving traditions and promoting the rights and duties of collaborators, suppliers, clients and guests, guaranteeing a warm and friendly service.

We reject the Sexual Commercial Exploitation of Children and Adolescents (ESCNNA in Spanish), any form of child labor exploitation and the different forms of discrimination; we collaborate closely with the relevant authorities to prevent such acts and report any cases that arise.





Rights of clients and guests

- Receive services in accordance with the agreed-upon conditions with the hotel.
- Be treated with respect and kindness in the provision of services and interactions with hotel staff.
- Have clean and adequate spaces for the provision of services.
- Receive information about touristic places of interest in the region.
- Be aware of the information about legal requirements applicable to guests for tourism and accommodation activities.
- Be informed about the regulations and the sustainability program of the hotel, through the means or channels established by the corporation.
- Be treated equally and without any form of discrimination.
- Be informed through visible media about the regulations for the prevention of Commercial Sexual Exploitation of Girls, Boys and Adolescents (CSEC).



Duties of clients and guests

- Communicate any complaints, claims, or comments regarding the hotel's service provision through established channels.
- Respect the culture, beliefs, traditions, and habits of the local people.
- Adhere to the hotel's guidelines related to service provision.
- Respect the tranquility of other guests and customers.
- Put into practice the guidelines informed by the hotel related to the rational use of natural resources, drinking water and electrical energy.
- Separate generated waste for recycling, reuse, and reduction at the Hotel and Recreational Center's designated ecological points.
- Report to the hotel management any conduct related to the commercial sexual exploitation of boys, girls and adolescents of which there is knowledge.
- Show respect for the natural environment, flora, and fauna of the hotel and other visited destinations.
- Equally respect clients, collaborators and other people at destinations that they visit.
- Take care of the facilities, furniture, equipment, and other accommodation service components of the hotel.
- Comply with regulations for the prevention of commercial sexual exploitation of girls, boys and adolescents.
- Be responsible to the corporation and competent authorities for damages and losses of personal belongings, such as money, jewelry, and other articles left in vehicles, hotel rooms, or any other location. The hotel does not assume any costs for these items.
- As a security measure for personal belongings, guests or clients commit to using the luggage storage service (which is entirely free and available during business hours).

Employees' rights

- Know the information on the management of natural, sociocultural and economic resources that impact the hotel.
- Know the information of the legal requirements applicable to guests for tourism and accommodation activities.
- Know the policies and guidelines for providing hotel services.
- Receive training in current and applicable legislation related to Sexual Commercial Exploitation of Children and Adolescents (ESCNNA).
- Receive information and training related to Sustainable Tourism.
- Participate in the activities scheduled by the hotel related to Sustainable Tourism.
- Receive fair compensation and dignified working conditions.



Employees' Duties

- Respect the culture, beliefs, traditions and habits of the people of the region.
- Make proper use of the hotel facilities.
- Make rational use of natural resources, drinking water and electricity.
- Respect the social spaces of the hotel and the tranquility of the guests.
- Comply with legal requirements for the prevention of commercial sexual exploitation of girls, boys and adolescents.
- Fulfill the contractual conditions for service provision.
- Understand and implement waste management (sorting, storage, and disposal).
- Participate in established training to enhance job skills.
- Promote good environmental, sociocultural and economic practices.
- Actively participate in established sustainability programs.
- Make proper use of the hotel facilities, and workstations as well.
- Report to the responsible person of the lodging establishment any behavior related to the Sexual Commercial Exploitation of Children and Adolescents (ESCNNA).

Rights of Suppliers and Contractors:

- Receive payment for services and products provided.
- Be informed about the purchasing policy of the corporation.
- Receive respect and friendly treatment when delivering services and interacting with hotel staff.
- Be informed about the Sustainability Policy and associated programs.
- File complaints related to the business relationship with the corporation.
- Participate in the sustainability training provided by the hotel.
- Be evaluated objectively and not be discriminated against based on race, religion, age, or gender.



Duties of suppliers and contractors

- Receive guidelines provided by the hotel related to sustainability.
- Have knowledge of and implement legal requirements informed by the hotel regarding Commercial Sexual Exploitation of Children and Adolescents, natural heritage, and cultural heritage.
- Contribute to and implement the hotel's sustainability policy and program.
- Submit the documentation requested by the corporation to verify suitability and legality.
- Comply with the corporation's Procurement Manual to provide products and services.
- Comply with affiliations and timely payments to the Social Security System, if you are a natural person, and/or your employees, if you are a legal person.
- Identify waste substances or chemicals and hazardous materials resulting from performing duties at the hotel and ensure proper handling, storage, and/or disposal.
- Fill out existing forms and/or prepare reports as required by the activity to be carried out on the hotel premises.
- Use natural resources at the lodging establishment rationally and efficiently, in the process of producing products and services, including storage and transportation
- Make appropriate use of the hotel facilities.
- Assign competent personnel to carry out the contracted activities.
- Attend the calls made by the hotel to provide information regarding the tourism sustainability program.
- Be responsible before the corporation and the competent authorities, for the damages and loss of your personal items, such as: money, jewelry and other items of your property left in your vehicle, in the hotel rooms or in any other place. Comfenalco Valle Delagente does not bear any cost for the loss of these elements.
- Report to the authorities of the lodging and accommodation establishment any behavior related to the Sexual Commercial Exploitation of Children and Adolescents that you become aware of.





Hotel y Centro Recreacional Yanaconas

Until the 1970s, Yanaconas was a boarding school run by the religious community of the Marists, located in Cali. It was an emblematic educational institution from the early days of its foundation, known as Our Lady of the Andes Boarding School and founded by brother Urbano José in 1905. It had previously served as a place of rest for the brothers and students since 1894. Originating from France, the Marist mission arrived in Colombia through Popayán in 1889, rapidly spreading to various towns in Cauca, Valle del Cauca, Huila, and Nariño. The majestic monument to Our Lady of the Andes (Virgin of Yanaconas), is also a legacy of this community, safeguarding and nurturing the Marist roots in Colombia, serving as a symbol of peace among Colombian people.

The Yanaconas Hotel and Recreational Center is located in an area of the Farallones National Natural Park, just 20 minutes from Cali, surrounded by a privileged natural environment. Its climate is temperate, its environment is calm and its ecological environment is ideal for disconnecting from the tensions and stress of the city. It covers an area of 42 hectares, 7 of them built.



Location

West of Cali, Kilometer 11
Road to the monument of "Cristo Rey "
(Jesús Christ Redeemer)
Administrative Division of Los Andes.
(Paved road).



Service hours

Monday to Sunday from 8:00
a.m. to 4:00 p.m.



Altitude

1,678 m above sea level.



Telephone numbers

(602) 8862727.



Temperature

68° F (20°C).



Cellphone number

314 6824800.





Our facilities

Rooms



- Check-in (receive the room) 3:00 p.m.
- Check-out (delivery of the room) 1:00 p.m.

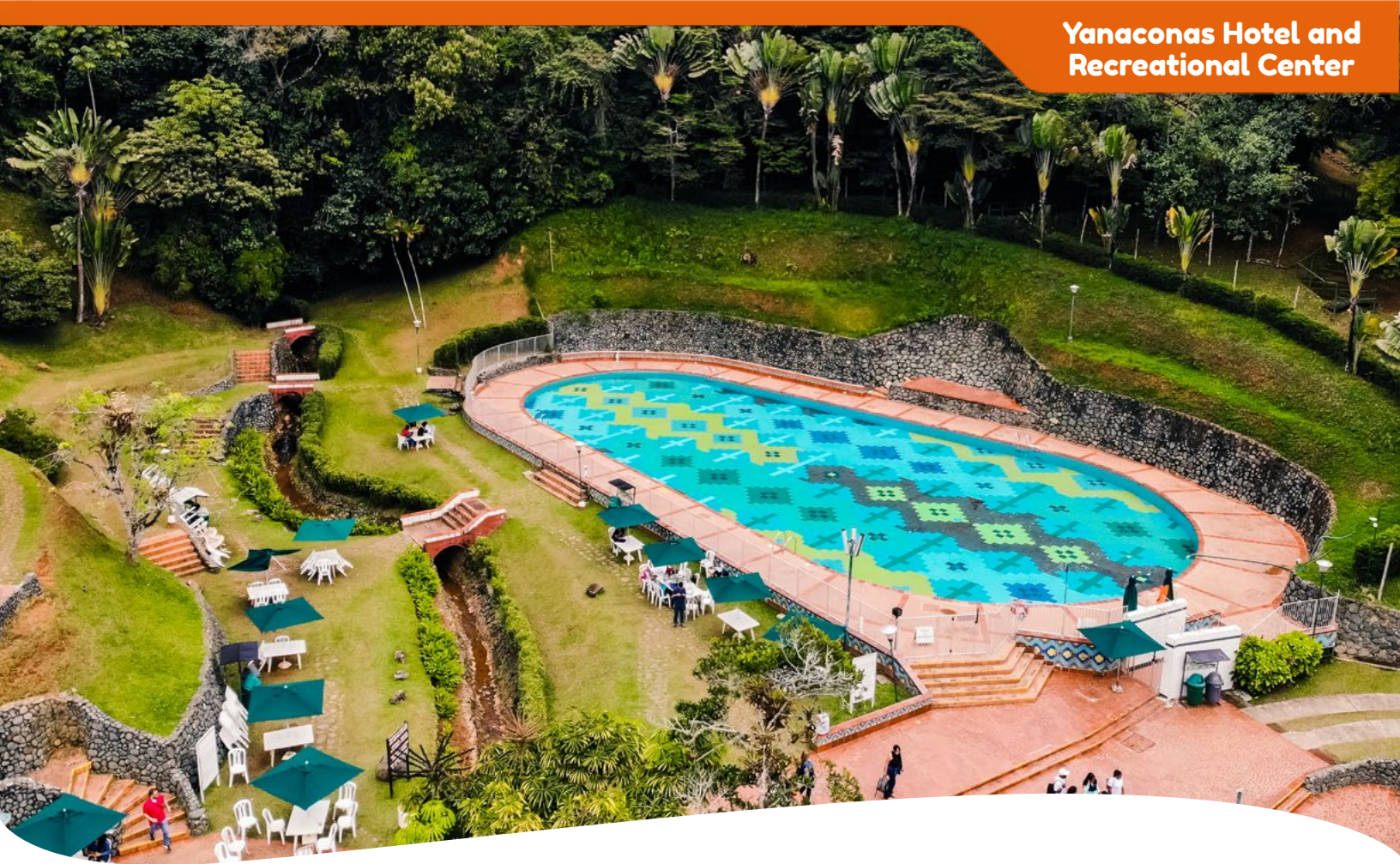


It is an estimated, taking into account that the double bed is occupied by two people and that the additional beds are used.

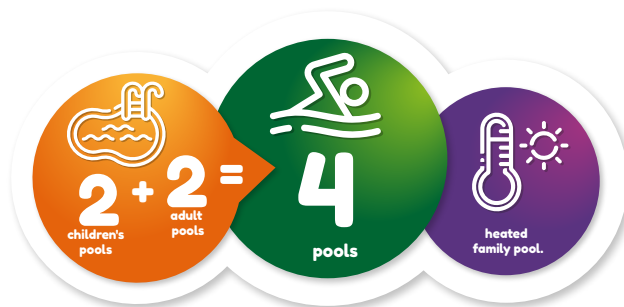
Room services

- Television with Directv signal.
- Wifi (range in some common areas).
- Hot water showers.
- Fridge.
- Products for cleaning and personal use.





Swimming pools



Other hotel facilities

- Billiards.
- Pool billiards.
- Children's playground area.
- Tavern.
- Sapo game.
- Table tennis.
- 2 multifunctional courts.
- Camping Area.



• The Tavern has moderate service hours, in order to respect the tranquility of other guests. Please follow the guidelines provided by the hotel staff for this area.

• The service of the recreational areas is from 8:00 a.m. to 7:00 p.m.



Tours

The Recreation Center has trails where guided tours are scheduled. Please adhere to the following recommendations:

- Access to the trails is subject to schedules.
- The tour must be guided by center staff.
- Walk slowly, observe your surroundings with all your senses, explore and enjoy, you will be amazed at what you can find.
- To maintain natural processes, do not collect plants, seeds, fruits, insects, animals, etc.
- Take care of the vegetation, do not mark the trunks, or damage the branches of the trees.
- Smoking or making bonfires poses a danger to the ecosystem, therefore they are not allowed on the trail.
- Thank you for leaving your pets at home; their presence can disrupt the wildlife in the visited areas.
- Dispose of waste in the designated containers.
- Feeding wild animals alters their behavior and endangers them. Please refrain from doing so.
- The places you are visiting are conservation areas for flora and fauna, we appreciate respecting the tranquility and integrity of all life forms. Keep as much silence as possible.





Food and drinks

The hotel and recreational center has a restaurant area where self-service bar services, fast food, à la carte restaurant (Sundays and holidays), service for events and homes are offered.



Reception

Weekends until 10:00 p.m. and weekdays until 9:00 p.m.



Cafeteria

Weekends until 10:00 p.m. and weekdays until 9:00 p.m.



Luggage storage service

Service available at the reception for those guests arriving before 3:00 p.m. or those who check out and want to enjoy the facilities of the recreation center until 5:00 p.m.



Chapel

Quiet spaces for rest, spiritual reflection or the celebration of previously scheduled liturgical acts.



Internal parking

Limited availability.

[Click to see nearby tourist destinations](#) >





- HOTEL Y CENTRO RECREACIONAL -

Recreation and Accommodation Space in Cartago, a municipality known as the “Colombia’s happiest sun”. Guests and the general community can enjoy the Villasol Hotel and Recreational Center, which has an excellent location within Cartago’s urban area, providing easy access to the city, and to the Coffee Region.

The city of Cartago was founded in 1540 at the present-day location of Pereira, by small Spanish settlements driven by Jorge Robledo. It is located 187 km away from Cali. It is one of the oldest settlements in South America.

Its geographical location is strategic, as it is very close to the capitals of Risaralda, Quindío and Caldas. Area with great touristic attractions, here are the closest ones: Panaca Quimbaya, Quindío (52 minutes), Salento Quindío (1 hour 15 minutes), Cocora Valley in Salento, Quindío (1 hour 35 minutes), Coffee Park in Montenegro, Quindío (1 hour), Santa Rosa Hot Springs, Risaralda (1 hour 20 minutes), Los Nevados Park, Caldas (3 hours 50 minutes).



Location

Calle 10 # 26 – 80, southwest of Cartago, on the road to Zaragoza-Cali.
2 hours and 30 minutes from Cali.



Service hours

Saturdays, Sundays and holidays:
from 8:00 a.m. to 4:30 p.m.
Wednesday to Friday: 8:00 a.m. to 4:00 p.m.



Telephone numbers

(602) 8862727.



Altitude

917 meters above sea level.



Email

servicioalcliente@comfenalcovalle.com.co



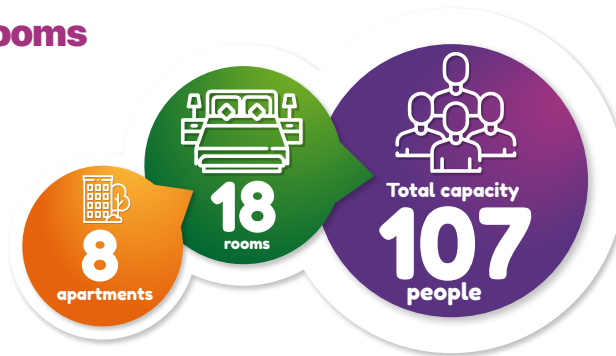
Temperature

Average 77° F (25° C).



Our facilities

Apartments and rooms




- Check-in (receive the room) 3:00 p.m.
- Check-out (delivery of the room) 1:00 p.m.



Room and apartment services

- Television with Directv signal.
- Wifi (range in some common areas).
- The showers are not heated.
- Fridge.
- Amenities (products for cleaning and personal use).

Swimming pools

 The service for guests is from Wednesday to Saturday from 8:00 a.m. to 5:00 p.m. to 10:00 p.m., Sundays from 8:00 a.m. to 4:30 p.m. Subject to conditions and restrictions.





Wet Area

This service is free for one hour for guests. They are enabled for all users, once reserved per hour, corresponding to the requested service.

Recommendations for the use of the wet area

- Have a glass of water before entering this area.
- Spending too much time in the sauna or steam room can lead to dehydration.
- If you have any medical condition that could worsen in the sauna or steam room, it is recommended not to enter. These places can cause serious health issues for individuals with certain conditions, such as: pregnant women and people with heart problems.
- After practicing a sport, it is recommended to rest between 15 and 30 minutes before entering.

Other hotel facilities

- Soccer field.
- 2 multi-purpose courts
- 1 beach volleyball court.



The service hours for recreational areas are from 8:00 am to 10:00 pm.



Weekend recreational programming

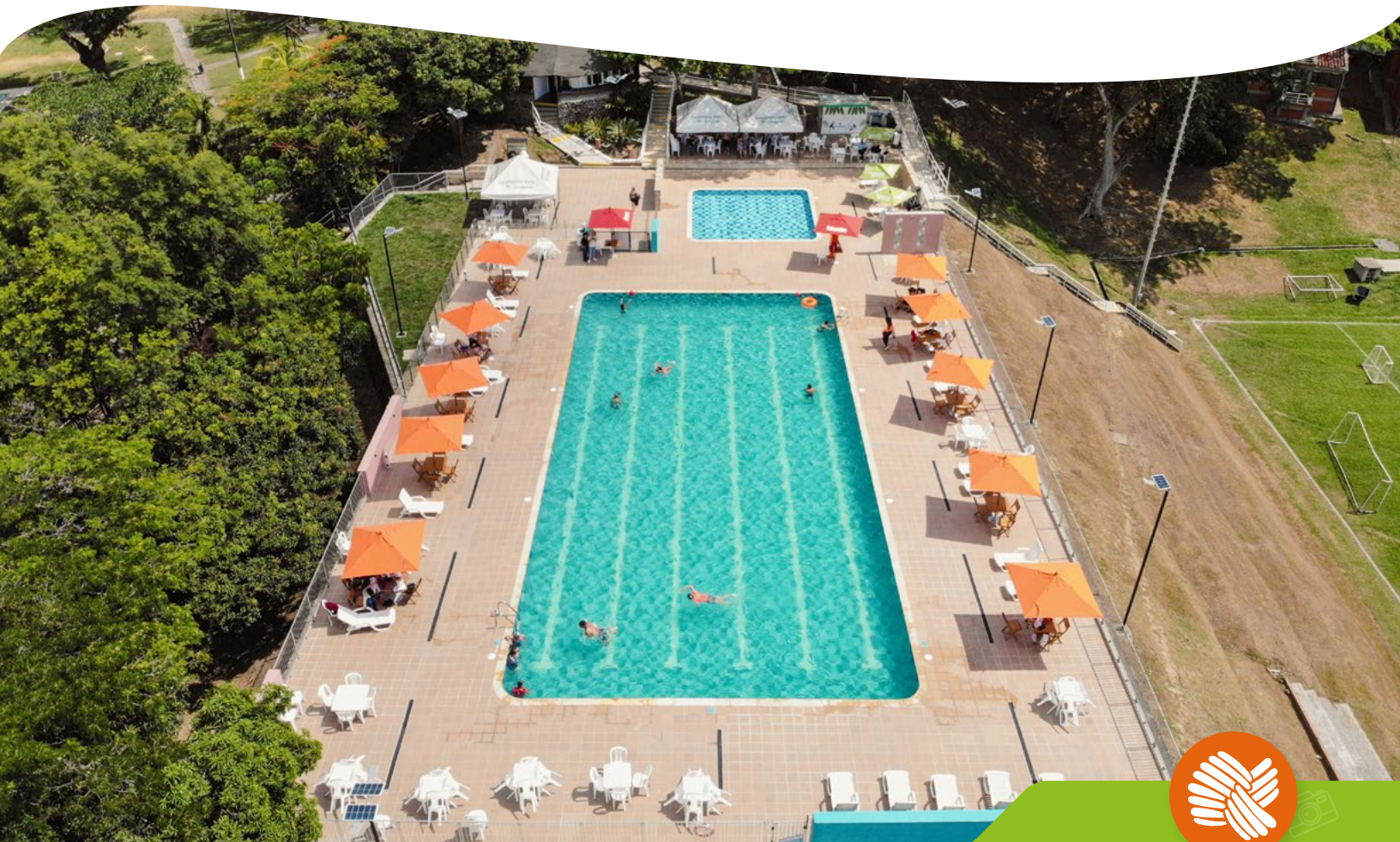
- Free participatory activities for families such as contests, challenges, tests, town fairs, and more.
- We highlight the day with special activities, artistic performances and prizes. Participation is free for all guests and users.

Outdoor Night Party (Lunada in Spanish)

It is a nighttime entertainment activity for children, young people and adults to enjoy recreational, aquatic and sports activities, artistic presentations and contests.



Last Friday of each month from 5:00 p.m. to 11:00 p.m. Not applicable in November and December.





Food and drinks

Self-service bar for users and guests, fast food, services for events and homes.



Reception

Weekends until 11:00 p.m. and on weekdays, until 10:00 p.m.



Luggage storage service

Service available at the reception for those guests arriving before 3:00 p.m. or those who check out and want to enjoy the facilities of the recreation center until 5:00 p.m.



Internal parking

Limited availability.

[Click to see nearby tourist destinations](#) >





Its proximity to the port of Buenaventura makes it one of the most visited areas for its great natural wealth. Its warm waters attract the greatest number of humpback whales in the breeding season. There is diversity of marine flora and fauna, rest, tranquility, and tourist activities.

La Bocana has beaches with light gray sand. It's still an unknown place for many Colombians.

It is located 20 minutes by boat from the Special District, with quiet beaches, and lodging service and typical regional cuisine.

One of the attractions of the place is the interpretative ecological trail with water currents and routes showcasing various points of interest.

There are no roads, no car traffic, and cell phones don't work. A few motorcycles traverse its only main street. La Bocana can only be reached by water, in small boats that depart from the tourist pier.

SOURCE:


<http://www.soyvalle.com//index.php/region-pacifico/la-bocana>



 **Location**
West of the Bay of Buenaventura,
20 minutes by boat.

 **Telephone numbers**
(602) 886 2727.

 **Email**
servicioalcliente@comfenalcovalle.com.co

 **Service hours**
Monday to Sunday from 8:00 a.m.
to 10:00 p.m.

 **Altitude**
At sea level.

 **Temperature**
86 °F (30 °C).

Our facilities


Rooms

- 9 Rooms with bathroom.
- All rooms have television and air conditioning.



Other facilities

- Living room with TV.
- Balcony to enjoy the landscape.

 **Reception**
Weekends until 10:00 p.m., and weekdays, until 09:00 p.m.

 **Luggage storage service**
Service available at the reception for guests who arrive before 3:00 p.m.

[Click to see nearby tourist destinations](#) >





Emergency numbers

- **National Police:** 123.
- **National Emergency Commission:** 911.
- **Red Cross:**
Cali: 132.
Cartago: (602) 211 5810.
Buenaventura: (602) 242 4475.
- **Gaula:** 165.
- **Fire Department:**
Cali: 119.
Cartago: 212 5783.
Buenaventura: (602) 242 2222 y (602) 242 4000.
- **Civil defense:**
Cali: 144.
Cartago: (602) 210 4700.
Buenaventura: (602) 242 3719.
- **Ambulance services:**
(602) 326 7363 Cali.





We reject the Commercial Sexual Exploitation of Girls, Boys and Adolescents.

Together we will work tirelessly to guarantee responsible and sustainable tourism, free of commercial sexual exploitation of girls, boys and adolescents.



Comfenalco Valle Delagente Commitment to girls, boys and adolescents:

We are committed to the fight against the Commercial Sexual Exploitation of Girls, Boys and Adolescents (**CSEC**) in the tourism sector.

We will not allow this crime to continue damaging the lives of the most vulnerable. To this end, we will train all our leading staff and workers involved in tourism activities to detect and report any suspicion of **CSEC**. Likewise, we will inform and raise awareness among our users about the importance of protecting children and adolescents from sexual exploitation.

In addition, we will actively collaborate with local authorities and civil society organizations to prevent and eradicate **CSEC** in our environment. We know that teamwork is essential to achieve this goal.

This commitment is a sign of conviction and responsibility as actors in the tourism sector in the protection of the rights of children and adolescents.

For a better future for all!



What is CSEC?

Together we will work tirelessly to guarantee responsible and sustainable tourism, free of commercial sexual exploitation of girls, boys and adolescents.

Exploitation

Gain advantage through abuse of vulnerability, unfair advantage or trust.

Sexual

Use of the body or image for domination purposes. It's not just about penetration.

Commercial

Offer, promise or delivery of goods. It is not limited to organized gangs.

GBT

Girls, boys and adolescents are the victims.

It's a crime!

It has prison sentences that can range **from 16 to 30 years**, depending on the severity of the crime and the specific circumstances of the case. Law 599 of 2000.



What do we do at Comfenalco Valle Delagente to prevent this crime?

- We have our Sustainable Tourism Policy.
- In our hotels we always request identification documents for the entry of minors, ensuring entry with one of their parents and/or authorized guardian.

If they go with their parents, we request:



- Minor's Identification Document.
- Civil registry or birth certificate of the minor.
- Identification Document of the father or mother.

If they go with an adult other than their parents, we request:



- Identification document of the responsible adult.
- Identification document of the minor.
- Civil registry or birth certificate.
- Copy of the identification document of one of the parents
- Authorization letter completed by one of the parents and with signature recognition before a notary.



If at the time of entering the hotel all the requirements are not met, the child and/or adolescent will NOT be allowed to enter.





Corporate actions to prevent CSEC

- Identification of critical points to control to prevent CSEC.
- Awareness and training on CSEC issues with outreach to collaborators and suppliers.
- Consultation of collaborators and suppliers on the disability platform sexual. Law 1918 of 2018.
- Code of conduct in compliance with Law 3840 of 2009.
- CSEC prevention manual.
- Duties and Rights of guests, collaborators and suppliers.
- Action protocol in case of sexual crimes with children and adolescents.
- Effective communication between all actors, informing about CSEC.
- Synergies with government entities and support for the prevention of CSEC (Prosecutor's Office, ICBF, National Police, Valientes NGO).
- Information to suppliers, collaborators and users about the legal consequences of CSEC.
- We participate in the "Responsible and Safe Tourist Territories" Agreement, which allows us to minimize the risks in each of the critical points that are managed on the tourist route and in the support network that should be activated, in case of identifying a potential incident of Commercial Sexual Exploitation of Girls, Boys and Adolescents (CSEC), which is led by:



MinCIT
Ministerio de Comercio,
Industria y Turismo



Naciones
Unidas



Keep in mind:

Our priority to provide an excellent service can NEVER compromise the current legal framework, nor transgress the rights of someone else, especially if it is a girl, boy or adolescent.

At Caja Delagente, we reject and denounce this crime.

If you know of cases of CSEC in your environment, report and denounce

When you detect a situation of risk or abuse of a girl, boy or adolescent who is a victim of sexual or commercial exploitation, you can report and report it to the following entities and available lines:

Report

141

Protection, emergency and guidance line.



Complaint

123



122





Thank you

for visiting us

