



TRAPP FAMILY  
HOTEL

# Guest information guide

2025

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# MONTEVERDE

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Monteverde's first inhabitants were indigenous Costa Ricans dating back to around 300 BC. The first non-indigenous settlers arrived around 1915, mainly from the Central Valley, in search of land for agriculture. In the 1950s, Quakers from the United States established a dairy industry, while Costa Ricans began cultivating coffee<sup>1</sup>.

Monteverde has since become a globally recognized destination for conservation and ecotourism. It is home to various biological reserves such as Monteverde Cloud Forest Biological Reserve (1972), Children's Eternal Rainforest (1987), and Santa Elena Cloud Forest Reserve (1991). The area has a population of approximately 5,000 and receives around 200,000 tourists annually<sup>2</sup>.

## TRAPP FAMILY HOTEL

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The Trapp Family Hotel is the closest hotel to the famous Monteverde Cloud Forest Biological Reserve. It was founded in 1999 by a Chilean entrepreneur who arrived in Monteverde in 1990 with the purpose of offering a unique service with a family-style atmosphere.

The hotel started with 10 rooms and a restaurant. Over the years, it has grown and now offers 28 rooms, always maintaining the concept of a family-run business in harmony with nature.

### Mission

We are a mountain hotel born from a family dream. We work with passion and excellence to offer our guests a unique, memorable, and relaxing experience. Our inspiration comes from our commitment to Monteverde's sociocultural, environmental, and economic well-being.

### Vision

To be Monteverde's leading mountain hotel, offering the best experiences and memories to our guests, thanks to our dedicated team and strong social and environmental responsibility.

### Values

- Quality service for our guests.
- Commitment to environmental sustainability.
- Social responsibility by providing stable jobs and hiring locally.
- Consistency between what we commit to our guests and the work we carry out.
- Continuous innovation in our strategies and methods.

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<sup>1</sup> Leitón, E. Personal communication, October 12, 2019.

<sup>2</sup> [www.exploremonteverde.com](http://www.exploremonteverde.com)

# CORPORATE INTEGRATED POLICY

Trapp Family Hotel is committed to high-quality hospitality while ensuring environmental, social, and economic sustainability. We pledge to:

- Identify and minimize negative environmental and socio-economic impacts.
- Continuously improve our services through guest feedback and rural tourism initiatives.
- Provide a workplace that promotes employee development and inclusivity.
- Support human dignity by rejecting child labor, human trafficking, and sexual exploitation.
- Protect the environment, promote sustainable resource use, and support conservation efforts.

This policy is extended from top management to all administrative and operational areas of the organization.

## SUSTAINABILITY AT TRAPP FAMILY HOTEL

At Trapp Family Hotel, sustainability is lived every day. It is not just a policy, but an integral way of working, serving, and engaging with our surroundings.

We are proud holders of several recognitions that reflect our commitment to the environment, culture, and community.

### Recognitions, programs and certifications

<p><b>Tourism Declaration</b></p>	<p>An acknowledgment issued by the Costa Rica Tourism Board, aimed at ensuring the legality of tourism activities and achieving the highest quality of Costa Rica’s tourism product. If you would like to learn more about this recognition, please visit: <a href="https://www.ict.go.cr/es/servicios-institucionales/declaratoria-turistica.html">https://www.ict.go.cr/es/servicios-institucionales/declaratoria-turistica.html</a></p>
 <p><b>Sustainable Tourism Certification Turística (CST)</b></p>	<p>The CST aims to strengthen sustainable tourism activity in Costa Rica. It is a technical tool recognized by the Global Sustainable Tourism Council (GSTC) that evaluates organizations based on their social, cultural, environmental, economic and destination-development practices.</p> <p>For more details, please visit: <a href="https://www.turismo-sostenible.co.cr">https://www.turismo-sostenible.co.cr</a></p>
 <p><b>Programa Bandera Azul Ecológica Categoría Cambio Climático</b></p>	<p>This program “Ecological Blue Flag – Climate Change Category” is an annual award that recognizes the efforts and volunteer work aimed at improving hygienic and environmental conditions, and at mitigating and adapting to climate change.</p> <p>To learn more about this program, please visit: <a href="https://pbae.estudiomanati.com/que-es-bae">https://pbae.estudiomanati.com/que-es-bae</a> .</p>

 <p><b>esencial COSTA RICA</b></p>	<p>esencial COSTA RICA is the country brand through which Costa Rica presents itself to the world, promoting tourism, investment and exports, as well as Costa Rican culture and identity. To learn more about this initiative, visit: <a href="https://www.esencialcostarica.com/en/">https://www.esencialcostarica.com/en/</a></p>
 <p><b>Code of Conduct Program Against the Sexual Exploitation of Children and Adolescents</b></p>	<p>In Costa Rica, the sexual exploitation of children and adolescents (CSEC) is a crime punishable by imprisonment. Tourism companies that promote or facilitate this crime may face disqualification from 3 to 10 years (Article 168 bis of the Penal Code). Trapp Family Hotel has a ZERO TOLERANCE policy towards any form of CSEC and is committed to ensuring the rights of minors. We are obligated to reject, prevent, and report any suspicious activity to the authorities.</p>
<p style="text-align: center;"><b>Ethics Policy Against the Commercial Sexual Exploitation of Children and Adolescents</b></p> <div style="border: 2px solid #6aa84f; padding: 20px; text-align: center;"> <p>We are a family-run hotel that promotes the development of activities that foster human dignity.</p> <p>Therefore, we are firmly against commercial sexual exploitation in travel and tourism. Only registered guests are allowed in the hotel rooms.</p> <p>At Trapp Family Hotel, we support and actively work in favor of the 'Code of Conduct for the Protection of Children and Adolescents from Commercial Sexual Exploitation,' and we report any suspicious activity.</p>  <p>TRAPP FAMILY HOTEL</p> </div>	
 <p><b>Central American Integrated Quality and Sustainability System (SICCS)</b></p>	<p>SICCS is a regional initiative to improve the quality of tourist destinations in Central America, promoted by the Secretariat for Tourism Integration and coordinated by the Central American Tourism Council. It involves the ministries of tourism and industry chambers and works with companies across various tourism services to raise standards and enhance visitor satisfaction. For more information visit: <a href="https://calidadcentroamerica.com/language/en/about-siccs/">https://calidadcentroamerica.com/language/en/about-siccs/</a></p>

# Sustainability Management

The hotel carries out a process to identify and assess environmental, social, and economic impacts to plan our actions. These actions are planned and implemented through a management system that includes 12 action plans.

## Our sustainable practices

- ✓ Good practices on water and energy management.
  - Monthly consumption records.
  - Water-saving devices in showers and faucets.
  - Towel reuse policy.
  - Rainwater reuse.
  - Water quality testing.
  - Solar panels.
  - LED lighting.
  - Motion sensors.
- ✓ Waste management program.
  - Separation by waste type.
  - Monthly generation records.
  - We support the local recycling center.
  - Vermicomposting.
  - Biodegradable cleaning products.
- ✓ Wastewater treatment plant.
- ✓ We measure and compensate our carbon footprint.
- ✓ We support health, sports, environmental, and cultural projects in nearby communities.
- ✓ We provide ongoing training for our staff.
- ✓ We promote biodiversity protection.
- ✓ We are active members of the Monteverde Environmental Education Commission (CEAM) and the Monteverde Accessible Tourism Commission.
- ✓ We are part of the Monteverde Sustainable Alliance (H4).
- ✓ We are against child labor and human trafficking.
- ✓ We have a purchasing policy based on sustainability criteria.
- ✓ We have a workplace inclusion policy for people with disabilities.
- ✓ We respect human rights and promote equal opportunities.
- ✓ We do not use threatened, vulnerable, or endangered species on our menu. We respect closed seasons and recommended catch sizes for fishing.

## Monteverde Sustainable Alliance - H4



It is an alliance of local hotels with similar challenges that decided to join forces to enhance their positive impact on the community. It is currently made up of Trapp Family Hotel, Hotel Belmar, and Cala Lodge. H4's mission is to be an alliance of sustainability-leading hotels that helps reduce costs, share responsibilities, and multiply the benefits of the actions needed to reach the Elite level of the Sustainable Tourism Certification.

Through this alliance, we are part of the Monteverde Accessible Tourism Commission and the Monteverde Municipal Emergency Commission. Support for various community projects is channeled through different organizations such as the Monteverde Institute, to invest in community initiatives, the Monteverde Climate Resilience Commission (CORCLIMA), the Far Corners Community Theatre, among others.

### How to be a PURA VIDA visitor

You are also part of this effort, and every action counts. That's why we invite you to collaborate with the following:

1. We are a smoke-free and drug-free hotel.
2. In Costa Rica, the purchase of archaeological artifacts is prohibited.
3. Help us save water. We have a towel-reuse policy.
4. Help us save electricity. Please turn off the lights and devices when leaving your room.
5. Support our waste-separation efforts. Throughout the hotel facilities, you will find labeled bins. In your room, you will find 3 containers:



Place recyclable waste here, such as plastic and glass bottles, Tetra Pak containers, aluminum cans (drinks and tuna), clean paper and cardboard.



Place compostable plant-based waste here, such as food scraps, fruits, vegetables, peels and seeds. We produce compost with organic waste.



In the bathroom, you will find a bin with this sign. Please place toilet paper, sanitary pads, wet wipes, diapers, disposable tissues, dirty cardboard or paper, animal-based waste, and non-recyclable items.

6. We invite you to generate the lowest carbon footprint possible during your stay. Did you know that in Costa Rica it is possible to offset the footprint of your visit? If you are interested, you can calculate the emissions of your trip at: <https://www.fonafifo.go.cr/en/calculadora/>

More tips on how to be a PURA VIDA visitor:

## How to be a pura vida visitor?

You can help us continue being a happy and pura vida country by following these tips:

- ### Respect the local culture

  - Experience local traditions and foods.
- ### Support the local economy

  - Support local businesses and community-based rural tourism.
  - Buy authentic artisan-made goods.
- ### When visiting protected areas or nature reserves

  - Follow all instructions and remain on designated trails.
  - Take a moment to identify the emergency plan.
  - Avoid making loud noises. Do not use bird attraction sounds.
  - Do not feed or handle wildlife.
  - Do not remove plants or wildlife.
  - Use the designated containers for proper waste separation.
- ### Reduce your impact

  - Use water and electricity efficiently.
  - Minimize waste, please separate and dispose of it properly.
  - Offset the carbon footprint of your trip with local organizations.

## Tips for responsible interaction with wildlife

How to Take Ethical Photographs and Selfies with Wild Animals	How to Take Ethical Photographs and Selfies with Wild Animals
 <h3>I do</h3> <ul style="list-style-type: none"> <li> Stay at a safe distance from the animal.</li> <li> Carry out a silent, respectful observation.</li> <li> Respect the animal's natural behaviors.</li> <li> Refrain from entering cages or enclosures, as these provide a barrier that protects me from direct contact with the animal.</li> </ul> <p>Source: <a href="https://stopanimalselfies.org/">https://stopanimalselfies.org/</a></p>	 <h3>I don't</h3> <ul style="list-style-type: none"> <li> Touch, grab or hug the animal.</li> <li> Offer the animal food.</li> <li> Attempt to catch or chase the animal to be closer to it or have direct contact.</li> <li> Make noises, whistle, throw objects or knock on the barrier to have the animal move or wake up.</li> </ul> <p>Source: <a href="https://stopanimalselfies.org/">https://stopanimalselfies.org/</a></p>

## Best practices for visiting cultural heritage sites and indigenous territories



# BEST PRACTICES FOR VISITING CULTURAL HERITAGE SITES AND INDIGENOUS TERRITORIES

Cultural Heritage Sites (Law No. 7555)	Indigenous Territories (Law No. 6172)	Intellectual property and ethics
<p>Do not touch monuments or artifacts.</p>  <p>Stay on the trails.</p>  <p>Do not extract materials.</p> 	<p>Visit authorized sites.</p>  <p>Fair and respectful trade.</p>  <p>Zero waste.</p> 	<p>Do not photograph without consent.</p>  <p>Respect traditions and rituals</p>  <p>Report archaeological findings.</p> 

## LOCAL ORGANIZATIONS

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Monteverde is known for having a wide variety of organizations that work to benefit the community. Here are some of the organizations that Trapp Family Hotel supports.

### **San Luis Integral Development Association (ADISL)**

The Trapp Family Hotel has maintained a friendship and collaboration with the community of San Luis for many years. Since June 2013, the hotel has supported the community health post, the Community Rural Tourism Program, and various community activities. To learn more about ADISL: <http://sanluis.or.cr/> .

### **Monteverde Environmental Education Commission (CEAM)**

CEAM is an interinstitutional commission with the purpose of unifying environmental education efforts carried out by various organizations in the area, for the benefit of the Monteverde community and its surroundings. Since 2016, Trapp Family Hotel has been an active member of CEAM. You can follow CEAM at: <https://www.facebook.com/CEAM2> .

### **Monteverde Institute (MVI)**

The Monteverde Institute is a nonprofit educational organization dedicated to promoting sustainability through community-based initiatives. It develops applied research and community development programs designed for both international and Costa Rican students.

As a member of the Monteverde Sustainable Alliance (H4), Trapp Family Hotel supports various projects. For more details, please visit the website: [www.mvinstitute.org](http://www.mvinstitute.org) .

### **Monteverde Climate Change Resilience Commission (CORCLIMA)**

CORCLIMA works towards reducing Monteverde's greenhouse gas emissions, capture more carbon than it emits, adapt as quickly as possible, and serve as an example for the rest of the world. Trapp Family Hotel collaborates with various CORCLIMA initiatives, one of which is contributing to the Monteverde's Electric Route by offering an electric vehicle charging station in our parking lot. To learn more about this commission, please visit: <https://corclima.org/en/> .

### **Accessible Monteverde Commission**

Created in 2022 in response to the identification of opportunities for universal accessibility in the Monteverde community. It has led to ongoing training processes in the community to raise awareness and promote concrete actions to improve the visitor's experience. The hotel is a member of this commission through the H4 Alliance.

## **Monteverde's Municipal Emergency Commission**

A commission integrated by local stakeholders, responsible for activating emergency prevention and response procedures and informing the community about weather events that affect the area. The hotel is a member of this commission through the H4 Alliance.