

DEAR GUEST

- * By making this reservation you confirm that you have read, understood, and accepted our Personal Data Protection Policy, which you can consult at the following link <https://www.funcionpublica.gov.co/eva/gestornormativo/norma.php?i=49981>
- * This company strictly complies with the regulations for the prevention of the commercial sexual exploitation of children and adolescents, in accordance with Law 679 of 2001 and its amendment by Law 1336 of 2009.
- * Our company acts solely as a lessor of the space and, therefore, assumes no responsibility for any eventualities, accidents, or damages that may arise from recreational activities, events, or other leisure activities carried out by guests during their stay.



POLICY FOR THE PREVENTION OF THE COMMERCIAL SEXUAL EXPLOITATION OF CHILDREN AND ADOLESCENTS – ESCNNA

With the aim of complying with the provisions of Law 679 of 2001, as amended by Law 1336 of 2009, which establish provisions to prevent and combat the exploitation, pornography, and sexual tourism of minors, COLOMBIAN COFFEE ECOTOURIST S.A.S., a company identified by NIT. 901.100.184-4, establishes this prevention policy and likewise prohibits and prevents the use and sexual exploitation of children and adolescents in the tourism services it offers.

In accordance with the provisions of Article 17 of Law 679 of 2001, COLOMBIAN COFFEE ECOTOURIST S.A.S. warns its guests, clients, tourists, suppliers, and employees that the exploitation and sexual abuse of minors in the country are considered crimes and are therefore subject to criminal and administrative penalties, in accordance with current laws, and our employees are obligated to comply with this policy, as well as to execute the minimum control mechanisms established herein in order to combat the exploitation, pornography, and sexual tourism of children and adolescents.

COLOMBIAN COFFEE ECOTOURIST S.A.S. has adopted this ESCNNA POLICY, which, after having been reviewed by all the establishment's personnel, makes effective the obligations set forth in Articles 16 and 17 of Law 679 of 2001, as well as in preventing the conduct represented in Article 19 of the same law. Likewise, and in accordance with the provisions of Resolution 3840 of December 24, 2009, and Article 1 of Law 1336 of 2009, the following minimum control measures are established:

1. The use of tourism advertising and in tourism plans, expressly or surreptitiously, of ESCNNA plans is prohibited.
2. It is prohibited to give information to tourists, directly or through their employees, about places where ESCNNA is coordinated or practiced.
3. It is prohibited to take tourists to establishments or places where ESCNNA is practiced, as well as to take them to the places where the tourists are staying, even if it is on ships located on the high seas, for ESCNNA purposes.
4. It is prohibited to rent or use vehicles on tourist routes for ESCNNA purposes.
5. It is forbidden to allow children and adolescents to enter the hotel or places of accommodation and lodging, bars, similar businesses, and other premises, for ESCNNA purposes.
6. Adopt all pending measures to prevent personnel linked in any capacity with Mundo Nuevo from offering tourist services that allow ESCNNA activity.
7. Protect national and foreign children and adolescents from all forms of exploitation and sexual violence originating from national or foreign tourists.
8. Report to the Ministry of Commerce, Industry, and Tourism and other competent authorities, the facts of which it has become aware by any means, as well as the existence of places related to ESCNNA and ensure that there are internal channels within the company for the corresponding report to the competent authorities.
9. Train all personnel linked to the establishment twice a year on the prevention of the Commercial Sexual Exploitation of Children and Adolescents - ESCNNA, and share this policy with new personnel.
10. Inform its users about the legal consequences in Colombia of the commercial sexual exploitation of children and adolescents.
11. Post this policy in a visible place for the employees of the commercial establishment and the other commitments and measures that the provider wishes to assume in order to protect children and adolescents.

Additionally, to comply with this policy, we will use the following tools and actions:

1. Keep this policy published on our websites.
2. In tourism service contracts, clauses will be added warning that we do not tolerate the Commercial Sexual Exploitation of Children and Adolescents and that if we evidence it, we will immediately report it to the competent authorities. Likewise, the legal consequences of the exploitation and sexual abuse of minors in Colombia will be warned in such clauses.
3. In accordance with the provisions of Law 679 of 2001, we will generate warning notices to tourists and other users of the hotel about the consequences of sexually exploiting children and adolescents.
4. We will generate training cycles twice a year for our personnel so that they know, understand, and combat the scourge of sexual exploitation.
5. Inform suppliers about their commitment to the sexual exploitation of minors through tourism.



GUESTS' RIGHTS

- To know the policies and other measures implemented by the company and to contribute to their compliance.
- To receive dignified treatment from employees, regardless of beliefs, religions, or races.
- To receive clear and up-to-date information about HACIENDA LA SIERRA and other properties regarding conditions, protocols, and services for accommodations.
- To know the information about the legal requirements applicable to guests for tourism and accommodation activities.
- To enjoy the facilities offered by HACIENDA LA SIERRA and other properties.
- To enjoy responsibly the tourist attractions of the region and to make proper use of the facilities of the place.
- To save water through its efficient and rational use, exercising good environmental practices during your stay at the site.
- To reduce waste by disposing of it correctly in the bins or bags placed in the place for that purpose and by exercising good environmental practices.
- To prevent the Commercial Sexual Exploitation of Children and Adolescents (ESCENNA).
- To respect the culture, beliefs, traditions, and habits of the people of the region. Avoid practicing discriminatory practices.
- To abstain from the collection, commercialization, consumption, and trafficking of animal or plant species and their derivative products, prohibited by law.
- To maximize energy through the use of energy-saving devices and by exercising good environmental practices.
- To present appropriate conduct and behavior within HACIENDA LA SIERRA and other properties.
- To be responsible for any damage or loss of the elements and property of HACIENDA LA SIERRA and other properties.
- To comply with the contractual conditions for the provision of the service.
- To pay the costs of the service provided in advance or at the time of the guest's departure.

EMPLOYEES' RIGHTS

- To know the policies and other measures implemented by the company and to contribute to their compliance.
- To receive dignified treatment from guests, suppliers, and management.
- To know the information about the legal requirements applicable to guests for tourism and accommodation activities.
- To contribute to the identification of opportunities for improvement in sustainability management within the Accommodation Establishment.
- To be prudent in language and behavior in the exercise of their duties.
- To save water through its efficient and rational use, exercising good environmental practices, during their stay at the site.
- To prevent the Commercial Sexual Exploitation of Children and Adolescents (ESCENNA).
- To respect the culture, beliefs, traditions, and habits of the people of the region. Avoid practicing discriminatory practices.
- To abstain from the collection, commercialization, consumption, and trafficking of animal or plant species and their derivative products, prohibited by law.
- To prioritize suppliers who include in their products and services sustainable considerations related to environmental, sociocultural, and economic development.
- To reduce waste by disposing of it correctly in the bins or bags placed in the place for that purpose and by exercising good environmental practices.
- To maximize energy through the use of energy-saving devices and by exercising good environmental practices.
- To use chemical inputs efficiently by complying with the doses recommended by the input suppliers.
- To fulfill the responsibilities inherent to the position and for the management of sustainability. Respect and reserve private information of the place.

SUPPLIERS' RIGHTS

- To know the policies and other measures implemented by the company and to contribute to their compliance.
- To have priority, if they are a local supplier.
- To know the purchasing criteria of the Accommodation Establishment and to comply with them.
- To receive a fair and timely payment for their services and products sold.
- To contribute to the identification of opportunities for improvement in sustainability management within the place.
- To submit claims associated with the commercial relationship with the site.
- To guarantee the quality of the product sold to the establishment, comply with the orders requested, and with the product parameters established by contract, if any.
- To abstain from the collection, commercialization, consumption, and trafficking of animal or plant species and their derivative products, prohibited by law.
- To respect the culture, beliefs, traditions, and habits of the people of the region. Avoid practicing discriminatory practices.
- To comply with the legal regulations for providing products or services.
- To comply with the contractual conditions for the provision of the service or purchase of their products.

