

DUTIES AND RIGHTS

CUSTOMER DUTIES:

- Provide clear, truthful and complete information when making the reservation.
- Send confirmation letter of the accommodation service.
- Comply with the arrival time to check in.
- Present identity document for the respective check in.
- Good treatment to the personnel that will attend you during the service.
- In case of assistance of minors in lodging activities, a document or proof of kinship of family members must be presented. In case of not being a relative with the minor, authorization from parents or person responsible for the minor, authenticated by a notary public, can be presented.
- Any person with a disability, be it a youth, adult or senior citizen who wishes to use the Recreational Center must bring a companion, otherwise he/she will not be able to access the service for safety reasons and care of the person with a disability.
- Take care and make rational use of the resources of the cabins.
- Pay 50% of the total value of the service in advance. To pay the balance before arriving at the C.R.T. or at the time of check in.
- At check out, hand over the keys of the cabin, other articles or resources of the cabin, collaborate in the verification of the cabin.
- Respect the tranquility and rest of all customers who make use of the services of the Recreational Center.
- Respect the culture, beliefs, traditions and habits of other customers who use the facilities of the Recreation Center.
- Make good use of the natural resources of the Recreation Center.
- To dispose of the waste generated in their respective places.
- Comply with the legal requirements of tourism and sustainability.
- Assume the legal consequences in case of failure to comply with any of the current requirements applicable to such law, rule or decree.
- Reject CSEC, child labor exploitation and any discriminatory practice.



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CUSTOMER RIGHTS:

- Receive all the services established in the service offer.
- Receive proof of payment of the service through a sales invoice.
- Receive clear, complete and timely information about the service.
- Right to privacy and entry restrictions of the lodging personnel when the client is using the cabin.
- To express their concerns, complaints and suggestions.
- The right to receive courteous and kind treatment from the staff that attends him/her during the stay.
- The right to evaluate the service received through a satisfaction survey.
- To enjoy the different recreational areas of the Recreational Center.
- To know the conditions and restrictions of the service to be received.
- To know the information of the legal requirements applicable to the clients for the sustainable activities of the Recreational Center.
- To learn about the fauna and flora of the Recreational Center.
- To learn about the activities and campaigns that are being carried out at the Recreational Center to promote sustainability.
- To learn about the responsibility and commitment to sustainable management in environmental aspects (protection of natural heritage, efficient use of water, energy and proper waste management) and socio-cultural aspects (cultural heritage, rejection of sexual and commercial exploitation of children and adolescents, rejection of child labor and support for non-discrimination of any kind: race, culture, religion, among others) that should be taken into account when visiting the Recreation Center.
- Acquire an insurance policy.
- Inform clients and/or companies of the conditions and restrictions of the service provided, as well as the scope of the policy contracted for each activity.
- Immediate attention to complaints and claims.



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DUTIES OF COLLABORATORS:

- Knowledge and implementation of legal requirements regarding sustainability.
- Comply with all Teyuna Cajamag recreational center guidelines related to lodging activities.
- Keep informed about progress and new sustainability practices at the recreation center.
- Report irregularities or non-compliance with sustainability commitments.
- Make suggestions for strengthening sustainability programs.
- Provide responsible information about the different tourist attractions in the city.
- Provide information on current legal regulations on the illicit trafficking of flora and fauna species, goods of cultural interest, and commercial sexual exploitation of children and adolescents.
- Reject CSEC, child labor exploitation and any discriminatory practice.
- Participate in social and charitable activities organized by the recreational center.
- To have a good personal appearance and in accordance with the performance of their activities.
- Respect the culture, beliefs, traditions and habits of the people of the region.
- Make proper use of the facilities of our Teyuna Recreational Center.
- Comply with environmental, socio-cultural and economic sustainability programs.
- Make rational use of natural resources.
- Comply with the legal requirements for the prevention of sexual exploitation of minors.
- Report identified cases of CSEC, violation of rights of vulnerable population and commercialization of endangered flora and fauna.
- Comply with the contractual conditions for the provision of services.
- Comply with the training established for each function to strengthen their labor competencies and those related to sustainability.



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RIGHTS OF COLLABORATORS:

- Receive fair and timely payment for services provided.
- To know the projects and initiatives developed by the recreation center in terms of sustainability issues.
- To be involved in the projects and initiatives of the recreation center.
- Receive feedback on the provision of services in sustainable aspects.
- Safety in the facilities of the recreation center.
- Receive clear and complete information on the sustainable activities of the recreation center.
- Know the information on the management of natural, socio-cultural and economic resources that impact our Teyuna Cajamag Recreational Center.
- To know and promote the sites of tourist interest in the region.
- To learn about the incredible facilities of our Centro Recreacional Teyuna Cajamag.
- To learn about the legal requirements applicable to guests for tourism and lodging activities.
- Know the policies and guidelines for the provision of services of our Centro Recreacional Teyuna Cajamag.



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DUTIES OF SUPPLIERS:

- Comply with legal regulations for offering products or services.
- Comply with legal requirements for the prevention of sexual exploitation of minors.
- Comply with the contractual conditions for the provision of the service or purchase of its products.
- Comply with the sustainability and purchasing policies of Centro Recreacional Teyuna Cajamag.
- Comply with health and safety at work.
- Receive and appropriate the guidelines informed by the Recreational Center in reference to sustainability and quality.
- Submit the documentation requested by the Recreational Center to verify its suitability and legality.
- Report in a timely manner any irregularities or non-compliance with the commitments made regarding sustainability and quality.
- Reject ESCNNA, child labor exploitation and any discriminatory practice.
- Participate in social and environmental actions organized by the Recreational Center.
- In case of using environmentally friendly products, to keep the product data sheets updated.
- Provide an environmentally friendly service or one that generates the least negative impact on the environment.
- To have personnel trained in their work and to have and use personal protection equipment.
- Promote the care of the environment.
- Promote good sustainable practices with the environment.

SUPPLIER RIGHTS:

- Receive fair payment for services or products supplied.
- To know the policies, actions, projects and initiatives developed by the Recreational Center regarding sustainability.
- Receive respect and kind treatment in the provision of services and contact with the staff of the Recreational Center.
- Safety and biosecurity in the facilities of the Recreation Center.
- Receive information on programs, campaigns and training implemented by the Recreation Center.
- Participate in the campaigns and sustainable activities carried out by the Recreation Center.
- If you are a local supplier, priority will be given to hiring.