

La Zayapa Hotel

SERVICES CATALOG

2024 - 2025

General Direction

WWW.LAZAYAPAHOTEL.COM | SAN CRISTOBAL – GALAPAGOS ISLANDS
OCTOBER 2024



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INTRODUCTION

Aquí, empieza Galápagos



La Zayapa Hotel is a 3-star hotel, qualified by the Ministry of Tourism of Ecuador, considered as a family atmosphere hotel with Galapagos identity, where the owners and staff are residents of the islands. Being located in front of the sea of Shipwreck Bay, our services are oriented to offer facilities to the nautical-sports tourist (sailing, diving-apnea, Kayak / SUP / snorkeling, surfing), adventure - wildlife, couples - anniversaries and national - international corporates.

This tourist area is the one with the greatest influx of visitors and is surrounded by shops and restaurants without losing its atmosphere of tranquility and admiration of nature, such as: sea lions, blue-footed, frigates and our favorites "la zayapa" (crapsus crapsus crapsus). We are in the middle of the boardwalk, surrounded by 5 beaches, where we will find towards the north coast: walking 2 minutes Playa de Oro, 10 minutes is Playa Mann, and 15 minutes Playa.

San Cristóbal Boardwalk



Accommodation Service has rooms equipped with: cable TV, air conditioning, refrigerator, safe, private bathroom with hot shower, internet via wifi and camera surveillance system only in common areas such as corridors, reception, indoor and outdoor areas.

Tourist Service is operated and managed by our local agency SUP Galapagos Tours (+593 99 071 5907 – admin@supgalapagos.tours), which also has an exclusive authorization from the Galapagos National Park to operate with kayak and stand up paddle boards to groups of tourists on the island. The area of influence goes from the shipwreck bay along the north coast to Puerto Grande beach.

Hotel guests have preference for SUP excursions and wholesale tourism agencies have special commissions on different services such as: airport-hotel-dock transfers, cruises, daily tours, tourist activities, SUP / Kayak excursions, event management and MICE tourism throughout the archipelago, so any service will be adapted to the needs of guests, tourism agencies and tourists in general. We speak Spanish as our mother tongue and advanced English, as well as other basic level languages such as: German, Portuguese, Russian. If you need to stay on other islands, we also have a network of partner hotels.



Aquí empieza, Galápagos!

San Cristobal - Galapagos Islands

Breakfast Service is subcontracted and has a kitchen and two refrigerators to prepare food, indoor bar area with capacity for 10 people seated and 6 tables of 4 chairs on the outdoor terrace facing the sea in the area near the boardwalk.

LOCALIZATION

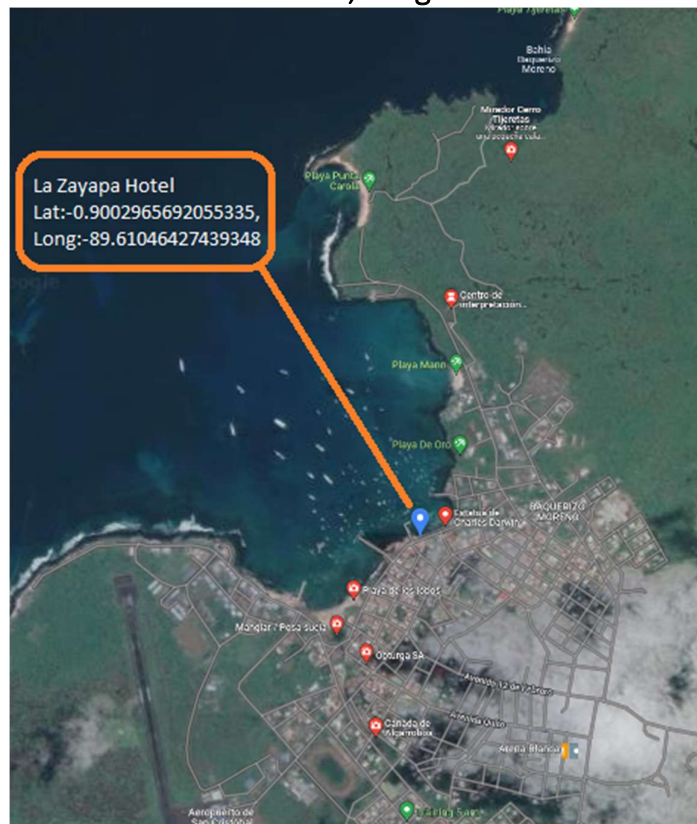
The Galapagos archipelago is located approximately 1,000 km away from the coasts of mainland Ecuador. It consists of 13 major islands, 4 of them populated, and more than 200 islets, rocks or smaller islands. The islands are 2 hours behind New York (Greenwich Mean Time - GMT or Coordinated Universal Time (UTC)).

San Cristobal Island is the capital of the Galapagos Province. The place where the scientist Charles Darwin conceived the theory of evolution of species by natural selection.

Our hotel is located in Puerto Baquerizo Moreno, Canton of San Cristobal, on Charles Darwin Avenue & Hernán Melville, we are in the Central neighborhood, in the pedestrian and hotel area of the boardwalk, a few steps from the main docks, in front of the Tourist Pier "Acuario", from where all the boats that make daily tours set sail, especially to the famous Kicker Rock better known as Sleeping Lion where you can swim with hammerhead sharks.

Geographic Localization:

Lat:-0.9002965692055335, Long:-89.61046427439348





How to get to La Zayapa Hotel?

By Airway:

The most common and easiest way is to take a direct air flight of 1 hour 45 minutes from the international airports of Guayaquil or Quito (or international connections – we are in the GMT time zone -06:00 with respect to Greenwich (England), that is, -1 hour with respect to continental Ecuador) to the San Cristobal airport that is 3km to the Acuario pier on the boardwalk of Puerto Baquerizo Moreno, in front of our hotel. By Sea: From Puerto Ayora (Santa Cruz Island)

By Speedboat:

Boat (ferry at 7am or 3pm) 2 hours away until arriving at the Tiburón Martillo pier on the boardwalk of Puerto Baquerizo Moreno (San Cristobal Island), 2 minutes walk to our hotel.

By Land:

From any point of the urban area in Puerto Baquerizo Moreno with a maximum distance of 3km (San Cristobal airport) to our hotel on the boardwalk.

GENERAL POLICIES

Digital Media and Internet Resources:

www.lazayahotel.com It has online service of:

- a.- Room reservation and online payment.
- b.- Tourist information.
- c.- Available 24/7 by WhatsApp +593 99 643 9541
- d.- This document will be available on the hotel's website.

Authorized channels for commercial purposes, tourist booking platforms and social networks:

Facebook	@lazayapahotel	TripAdvisor	La Zayapa Hotel
Instagram	@lazayapahotel	Trivago	La Zayapa Hotel
YouTube	https://bit.ly/3Crz2KY	Booking.com	La Zayapa Hotel
Twitter	@lazayapahotel	Expedia.com	La Zayapa Hotel
TikTok	@lazayapahotel	Google Maps	La Zayapa Hotel
Skype	lazayapahotel	Google Bussiness	La Zayapa Hotel
FourSquare	La Zayapa Hotel	Google Places	La Zayapa Hotel
LinkEdIn	https://www.linkedin.com/company/la-zayapa-hotel/		

Rates:

The rack rate will be applied to direct guests.

The agency fee will be applied preferably to agencies qualified as authorized.

Rates do not include VAT taxes.



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Rates are per room per night.

The rates are valid for one calendar year and until the management makes the new publication.

The extra guest fee is \$50, this value does not include taxes.

Rates on holidays and 2 days before holidays have an increase of 20% without prior notice:

Month:	Day:	Month:	Day:
January	1, 6	July	4, 25
February	12, 14, 18	August	10
Carnival week		October	9
Easter week			
May	1	November	1
Mother's Day			
Pathe's Day			
June	23	December	6, 25, 31

Guests:

At check-in, guests are required to present identification. Then inform of your reservation code and proof of payment if applicable. Finally, fill out the entry record with your personal data, know and accept the policies and general conditions of your reservation, stamping your signature and signature.

Corporate and institutional guests who register annual bookings on the 10 billed dates will be eligible for a frequent flyer discount of up to 8% for prepayment (see management booking targets).

Guests can make exclusive use of the platform on which they made their reservation to issue comments and suggestions. The use of other platforms is the express power of the management, not the guest. Additionally, we have a guest support contact telephone number where you can communicate your concerns to the hotel.

Guests are obliged to treat themselves or other hotel guests confidentially.

The management reserves the exclusive use of its own marketing channels to publish or broadcast audiovisual material, prices, offers, discounts and values that involve agreements / contracts / proformas / invoices. Guests are not authorized to publish hotel information for private or commercial purposes without the express permission of the hotel.

Children under 2 years old will not have a surcharge for accommodation, so breakfast service is not included.

Children from 2 years old are considered as guests.

The hotel management reserves the fee and value to be charged for the entry of unregistered guests.

Persons who are not registered guests must be authorized by the hotel administration to enter and be able to make use of the facilities and services.

Furniture, bathrooms and materials commonly used in common areas are for all guests to use and must not be broken, modified or relocated from their place.

Access to the private area is the exclusive use of the owners and personnel authorized by the hotel management.



We accept economic tips in recognition of the special treatment offered to guests for the services provided by the hotel. You can inform it at reception.

Rooms:

Rooms are available for the exclusive use of registered guests.

Cotton towels are for the exclusive use of the bathroom.

The rooms are for restful use, so smoking cigarettes is not allowed - tobacco, must alcohol, drugs, eat, shout or any form of abuse that interrupts the rest of other guests.

The utensils, bed linen and furniture of the room are for exclusive use inside and should not be taken out of it.

Appliances and electronics should not be opened or removed from their place in the room.

Only guests' own luggage and suitcases, not sports equipment or third-party luggage should be brought into the rooms. Storage will be approved by the hotel management.

We have a forgetting registration service that you can consult by email indicating your reservation number.

Agencies:

The re-issuance, amendment or rectification of invoices (regardless of the format) requested by the agency, will have an administrative cost of 10% of the total cost of the invoice.

Reservations will be made expressly by email reservas@lazayapahotel.com

Agencies must indicate their billing information to the email facturas@lazayapahotel.com

The e-invoices will be sent to the email indicated in the billing data.

The contact telephone number +593 99 643 9541 is for exclusive use in matters of operations and assistance to guests.

Our local agency **SUP Galapagos Tours (+593 99 071 5907 – admin@supgalapagos.tours)** will benefit up to 10% discount on La Zayapa Hotel accommodation rates, for accommodating its passengers (from agencies) and operating tourist services and excursions through our local agency.

The agencies will benefit from up to 10% discount on the accommodation rates of La Zayapa Hotel, when confirming reservations with full payment in advance, for hosting groups with:

a.- 5+ double rooms.

b.- Full advance payment, confirmed 10 days before the check-in date.

Discounts and special prices are not cumulative with each other.

The management reserves the right to qualify for marketing and room reservation, to authorized agencies.

Commercial agreements, rates and special commissions are valid only with the signature and express authorization of the management (consult Management, objectives on reservations).

* It is the power of the management to modify the general policies

* Policies and conditions not specified in this document shall be agreed upon by Management..



PAYMENT AND CANCELLATION POLICIES

Payments:
Preferably and as a rule, payments will be made in advance and by electronic virtual means of payment (in each reservation or proforma you will find detailed information).
We accept as currency, US dollars USD\$.
The use of other international means of payment that causes extra costs will be charged to the guest.
Payments will be governed by the values calculated in a proforma or reservation issued from the reservation registration platform of La Zayapa Hotel. After full payment, an invoice will be issued for the contracted service.
Our partner agencies must pay 50% of the total reservation against proforma and before meeting a date (inclusive) of time limit for blocking.
100% of payment must be complete within 31 days of (excluded) check-in date.
The hotel will issue an invoice so that the agency can issue the withholding.
Last minute bookings must be paid in full at time of entry.
Payments must be supported by proof of deposit or its equivalent facturas@lazayapahotel.com receipt for confirmation and acknowledgment of receipt.
The hotel will confirm payment against bank deposit.

Bank Payment Details:		
Bank name:		Banco Del Pacífico
Account holder:		Erik Rubén Valverde Benavides
Account holder Id:		2000036422
Account type:		Cuenta de Ahorros – Savings Account
Account number:		1063446278
SWIFT code:		PACIECEG100

Cancelations charges:
25% of the total value of the proforma will be charged, if the cancellation is made before 31 days of the (inclusive) date of reserved check-in.
50% of the total value of the proforma will be charged, if the cancellation is made from 30 to 16 days before the (inclusive) date of reserved check-in.
From 15 days before the date (inclusive) of check-in will be charged 100% of the total value of the proforma.
Penalties apply for date changes and cancellations.
The penalty is applied on the total value to be paid of the reservation made.
No full or partial refund for guests who do not show up on the reserved dates (No Show).
Does not apply to partial or total refund in cases of flight delays, illness, wars, strikes, epidemics, accidents, climatic or geophysical events that prevent the mobilization of passengers or that are beyond the control of the hotel.
It is the power of the hotel, the rescheduling of dates at no cost, for a single time will be done for up to one calendar year applying the highest or equal rate reserved and according to the availability of rooms.



FACILITIES AND SERVICES

La Zayapa Hotel has 9 rooms, of which: **5 have sea front view** and **4 interior view**. All of them are located on the first floor of the hotel, with an access of 22 steps from the level of the boardwalk.

SERVICES INCLUDED	
Menu:	American breakfast served in the outdoor cafeteria.
Reception:	Tea and coffee station with crockery for self-service. Service 19:30 pm – 7:30 am. Purified water drum with crockery for self-service. 24-hour service.
Room Equipment:	At the reception you can inform the connection key to the WIFI network. Safe in rooms with Ocean View. Shower with hot water. Air conditioning split. Cable TV.

SERVICES NOT INCLUDED	
Tourist Information	SUP Galapagos Tours (+593 99 071 5907 – admin@supgalapagos.tours) provides all local tourist information, maps, tour reservations, inter-island ticket sales by plane and ferry boat. Beach towel and snorkeling equipment (special price for rent for guests \$10 pax).
Reception:	Document printing (\$1 per printed sheet). No phone calls are made. Luggage storage - sports equipment (\$5 per piece of 10Kg or equivalent for every 2 hours). Cleaning of sports equipment (\$5 per piece of 10Kg).
Laundry:	Laundry and ironing (\$5 to 10 items).

ATTENTION SCHEDULE

Normally at 19:00 the front door closes, however, guests receive a set of keys that includes a key for the room door, key to the safe and key to the main entrance door. In addition to this, there is a white bell in the upper right corner of the main door in case you need to communicate to the administration any eventuality or emergency.



Service	Office Hours
Reception:	09:00 to 17:00 Monday to Sunday.
Breakfast:	07:30 to 09:30 Monday to Sunday.
Front Door:	07:30 opened - 19:00 closed Monday to Sunday.
Guest care and emergencies	24/7 attendant by WhatsApp +593 99 643 9541
* January 1, December 25	1 hour later than regular office hours.




GUEST SERVICES

Name/ Reference: _____

After-hours Breakfast Service:

Breakfast Request (Report daily until 17:00 p.m. in Cafeteria)					
Room	Pax	Date			Remarks: dietary restrictions/allergies

After-hours services:

Emergencies (we consider an emergency any event that puts the health and safety of the guest at risk within the hotel facilities).		
La Zayapa Hotel WhatsApp	+593 99 643 9541	
SUP Galapagos Tours WhatsApp	+593 96 841 0413	



	Network: ST La Zayapa Hotel Password: 09092024	ST La Zayapa Hotel WIFI
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AVAILABILITY, BLOCKS AND RESERVATIONS

All communication regarding availability, blockages and reservations, is the exclusive power of the hotel management and must be made through reservas@lazayapahotel.com

Availability:

The availability calendar is confidential information.

El hotel solo autoriza la confirmación de: disponible/ no disponible para una consulta de reserva a través de email.

Blockings:

A lock is a mark in the reservation system that indicates that a room is not available for sale or use. To generate a block, the same parameters that are considered in a reservation are required (see Item: Reservations).

The blocking of rooms entails a time limit date, exceeded the date the reservation treatment will be given.

Any modification that entails a change in the lock will be considered as a new block, which is subject to tariff changes.

The booking information is as follows:

Check-In Date - Check In Check-out Date

Number of guests - Pax Room type (Sea Front View/Interior View)

Reference or code: Once the payment of the reservation is confirmed, you will be informed of the confirmation code.

In case there is no confirmation of payment, the block will be released automatically.

Bookings:

A reservation is a commitment for the bed and breakfast service in La Zayapa Hotel with parameters of: date of entry and exit, type of room, number of guests, price per night, which is a unit that loses value in the modification of any of its parameters.

Once the payment for the blockade is confirmed, the hotel will proceed to issue an invoice

Your company's billing information is sent to facturas@lazayapahotel.com, such as:

Corporate Name

RUC

Telephone

Address

Email for notification of electronic invoicing



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It is important that you provide us with as much information as possible regarding guests:

Rooming list – Passenger list
Passport number / Nationality ID
Contact telephone number
Physical limitations
Shirt and shoe sizes
Allergies and dietary restrictions

HEALTH AND SAFETY POLICIES

At La Zayapa Hotel all guests of any age, nationality, sex or religious creed are welcome, as long as they do not threaten the safety and health of other guests or staff personnel. For other conditions, it is at the discretion of the management to admit it. We reserve the right of admission to any guest who presents symptoms of drunkenness/malaise, physical or psychological illness that has not been reported to the management. It is the criterion of the management to assess the collection for damages to the property, in case the registered guest or his guests cause them. Such collection will be issued in your name or the agency that sponsors it and your payment will be made immediately.

Locate the entity you consider appropriate in your case:

La Zayapa Hotel	In the middle of the first floor hallway is a first aid kit for guest healings.
Hospital Oscar Jandle	From La Zayapa Hotel 5 minutes by taxi is the hospital on Avenida Alsacio Northia in the direction of Playa Mann and taking the detour to the Divino Niño neighborhood.
ASOHCRIIS	+593 99 071 5907
Chamber of Tourism – Chap. San Cristóbal	https://www.facebook.com/CamaraTurismoSanCristobal/
Ministry of Tourism	https://www.turismo.gob.ec/
San Cristóbal City Hall	https://gadmsc.gob.ec
ECU911	For emergencies, dial 911 on your phone
Galapagos Governing Council	https://www.gobiernogalapagos.gob.ec/

For corporate, institutional or diplomatic guests who require a security protocol, send said protocol to admin@lazayapahotel.com well in advance (72 hours minimum to the date of entry) for acceptance and coordination.



GRATEFULNESS

We thank the administrative and control authorities that allow us the correct tourist operation, as well as the digital platforms and their representatives for their welcome and constant learning to be closer to our guests.

As founders and members of the Galapagos tourism guilds we support the development of tourism based locally, eco-tourism and encourage our guests to be part of the conservation of the archipelago being part of the circular economy that we generate by hiring local services.

The management thanks all guests, corporate and institutional clients, travel agencies, wholesalers, tour operators, internal and external collaborators of Galapagos, National and International for the trust and respect shown by hosting this document as a guide to regulate our operations and give a better response to their needs, likewise we assume our commitment to improve our services and achieve better agreements with the idea of overcoming together the Challenges presented by the tourism sector.

The hotel does not serve complimentary or reduced cost services, donations or disbursements that are not established in this document.

Approved (document LZH-ADMCOM-15102024-O-EN subject to review)

General Direction