



GUEST DIRECTORY



CABAÑAS Y JARDINES

Monteverde, Costa Rica



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Welcome

Los Pinos-Cabañas & Jardines is a perfect place to rest, placed in the worldwide recognized Cloud Forest of Monteverde, between the Monteverde Cloud Forest Biological Reserve and the Santa Elena Cloud Forest Reserve; home of hundredths of different species of plants, mammals, insects and amazing birds. A place of beautiful landscapes and the incomparable hospitality of a town of traditions and rich culture that offers you the warmest welcome.

The family Los Pinos-Cabañas & Jardines hopes you live an unforgettable and pleasant stay, leaving behind the routine to fully enjoy all the services and attractions of the area. We motivate you to be a part of our commitment to the protection and conservation of the environment, during this and future stays.

We hope to fulfill your expectations and motivate you to be part of our commitment with the environment, in these and future stays. You will find information in your cabin about the Travelers' Philanthropy Program organized by the Community Fund of Monteverde, of which we are part of and will enjoy your participation as well.

Let's be responsible with nature, the future of the world depends on it!

Sincerely,

Los Pinos-Cabañas & Jardines



About Los Pinos-Cabañas & Jardines

Mission: Offer a quality accommodation service in communion with nature, allowing the visitors to experience Monteverde through a family-like, empathy and community setting.

Vision: Become the best cabins of Monteverde, which through sustainable actions in our day-to-day activity; fulfill the needs of our guests and the immediate surroundings, today tomorrow and always.

Sustainability Policy: Los Pinos-Cabañas & Jardines is committed to provide services in the field of accommodation, ensuring customers the quality, safety and effectiveness in these, giving achievement to what is specified in the law and by other competent bodies. These services will be implemented through the equal involvement of social, environmental and economic fields, to ensure a rational use of resources, as well as an active participation of the company in nearby communities. This commitment is extended to our staff and all the activities they achieve, always pointing to leadership, innovation and continuous improvement of our tasks.

History of Los Pinos-Cabañas & Jardines

We are a family business dedicated to the tourism industry, specifically in the accommodation and lodging area. We started this initiative in 1987, with a small cabin that was rented to friends of the family or other Costa Ricans who came to visit Monteverde, in certain periods of the year it was also rented to fellow hotel companies when they could not supply the tourist demand.

Los Pinos-Cabañas & Jardines has developed exceptional efforts to approach sustainability in the development of the company. This is why we invite our customers and suppliers, to be protagonists in this process. By learning and participating in our strategies, we work together for a common good.

Currently, we are involved in several national initiatives in the field of sustainability such as the Certification for Sustainable Tourism, Code of Conduct, Ecological Blue Flag, Seal of Sanitary Quality, National Chamber of Ecotourism and Sustainable Tourism, Bellbird Biological Corridor, Monteverde Community Fund, among others. We have prepared for you an informational book that gathers and explains in detail each of these, you can ask for it in the front desk.



**Parade of the 15th of September:
Independence Day, Cultural Activity**



General Information

Front-desk schedule:

Daily from 6:30 am to 9:30 pm

- In case of emergency knock on the door, we live in the reception building.

Check-in schedule:

02:00 pm

Check-out schedule:

12:00 pm

- An hour later will mean a additional charge of a 50% rate, with a time limit until 02:00 pm. If you want to stay a day more please check availability at the front-desk.
- The day of your departure please notify 20 minutes before at the front-desk, in order to follow the corresponding process of reception of the cabin, everything must be given back in perfect conditions, keys and the remote control of the TV.

Cleaning:

The cleaning schedule is daily from 8:30 am. If you don't want the service place the "Do not disturb" sign in the door.



**Five Colones Bill,
Cultural Symbol**



Services

Parking:

We offer free parking; however, we are not responsible for damage caused by third parties.

Internet:

The Wi-Fi service is available in all cabins, the network is called "lospinos" and you can access it using the password: lospinos1987. At the front-desk we have an open network called "recepción".

Safe Boxes:

You will find instructions on it. In case it is locked, ask for help at the front desk.

Credit Cards:

We work with Visa, Master Card and American Express.

Privacy:

If you want to not be interrupted, please place in your cabin door the sign "Do not disturb".



Other Services

Hydroponic Garden Trejos-Los Pinos:

The garden is open daily from 7:30 a. m. to 3:30 p. m. for all our guests. You will find a wide variety of herbs and vegetables that you can enjoy for free during your stay. Please make a rational use of the garden and respect the behavior rules of the same.

Private Reserve Los Pinos:

The property has three main tracks you can hike through. You can also visit our water supply system, as well as our viewpoint that allows a beautiful view of the Nicoya Gulf. The total distance of this paths is about 1000 m. These trails have varied topographies, it is recommended to bring walking shoes. Remember to carry your camera and bug repellent.

Transportation:

We can arrange any transportation from Los Pinos-Cabañas & Jardines to anywhere inside or outside Monteverde, only ask for private or collective taxi service at the front-desk. There is public transportation to the Monteverde Cloud Forest Biological Reserve and the Cloud Forest Reserve Santa Elena, ask for the schedules at the front-desk, these depend on the season.



Security

We have a security vigilance system through security cameras. Our property is very calm, however, as in any other place around the world, please take care and watch over your belongings. Is important to:

- Close the door and windows before you leave your cabin.
- Use your safe box or bring your important belongings to the front-desk in order to protect them.
- Never leave the keys hanging from your door or the doors open.
- Do not leave valuable objects in sight in your cabin, or in your vehicle.

Los Pinos-Cabañas & Jardines will not be responsible for lost objects left in cabins or public areas.



**Terraba: Indigenous Group,
Cultural Symbol**



Remember to

- Review the inventory of the cabin at the time that is entered, report any differences to the front-desk.
- The water is safe to drink, you can drink it with complete security.
- Use only the water you need and avoid waste.
- The cabins supply 120 volts, 60 cycles.
- Turn off the lights when they are not needed, try to use as much possible natural light.
- Disconnect all electrical appliances when they are not in use.
- The refrigerator has a programmed timer to save energy.
- When you finish using the kitchen, remember to turn off the gas supply vent.
- Depositing the organic/inorganic waste in the appropriate container.
- In any emergency situation remember to remain calm and follow the respective emergency signs.



**Mascaradas,
Cultural Symbol**



Restrictions

- The property of Los Pinos-Cabañas & Jardines was registered as a Private Reserve since the year 2011. Ensuring cleaner air in our property, we have declared this as a tobacco-free space; we expect no smoking inside our property. This restriction sets as a regulation measure that applies, for staff, clients and visitors in general.
- According to the Article 21 of the Decree No. 11217-MEIC: "Tourist Lodging Companies Regulation", it is forbid-den to receive people not registered as guests in the rooms.
- Excess of noise in the cabins and surrounding areas after 10:00 pm, is prohibited.
- It is prohibited to lodge pets, for the well-being of wild species.
- According to the Article 20 of Decree No. 11217-MEIC: "Tourist Lodging Companies Regulation": The room must be given back in the state it was received, any change or broken object is your responsibility, except for loss or damage that are not the product of your fault, negligence or recklessness. You are responsible for the inventory of your cabin, as well as the keys and the TV control.



Channel Guide: Sky

100 Mosaico Sky View	251 Discovery Channel	428 Film Zone
001 Sky One	252 Animal Planet	500 Mosaico Sports
106 Foro TV	253 History Channel	501 Sky Sports
121 Tele Fórmula	254 National Geographic	502 Sky Sports 2
181 Guate Visión	255 Teveunam	503 Sky Sports 3
187 Teletica	256 Lifetime	516 Planeta Fútbol
191 Repretel Canal 6	257 Maria Vision	524 Planeta Fútbol
200 Mosaico	258 Enlace	540 Planeta Fútbol
Entretenimiento	271 TVE	543 Planeta Fútbol
201 Fox	300 Mosaico Kids	547 TDN 548 ESPN
202 Sony	303 Discovery Kids	551 ESPN 2
203 BBC Entertainment	307 Nickelodeon	553 Fox Sports
205 Warner	311 Disney XD	555 Fox Sports 2
206 E! Entertainment	315 Cartoon Network	556 NFL Network
207 FX 208 Universal	317 Tiin	559 Fox Sports 3
209 Syfy	320 Disney Channel	560 Golf Channel
210 ID	323 Boomerang	561 Fórmula 1
211 TLC	324 Baby TV	592 MLB
212 A&E	325 Nick Junior	600 Mosaico News
213 AXN	327 Baby First	625 Fox News
214 Telemundo	329 CBeebies	626 CNN
215 Eurochannel	331 Disney Junior	627 CNN Español
216 Estrellas Lat	400 Mosaico Cinema	630 El Financiero
217 Mundo Fox	401 De Película	Bloomberg
218 Discovery H&H	403 De Película	633 Wobi
220 Telenovelas	409 Golden Edge	635 NTN24
221 Infinito	414 Sundance	700 Mosaico Música
222 H2	415 TNT	701 MTV
223 El gourmet	416 Cine canal	702 MTV Hits
224 Casa Club	417 Cinemax Oeste	703 All Time Hits
225 TBS	418 Space	706 VH1
226 Glitz	419 AMC	707 Ritmoson Latino
227 Fox Life	420 Universal Studio	709 Telehits
228 Distrito Comedia	421 TCM	711 Bandamax
230 Comedy Central	425 I-sat	715 Special Weekend
232 Tru TV	426 Europa	
250 Mosaico Mundo y Cultura	427 Film & Art	



Channel Guide: Cabletica

2 Guía TV	37 Space	86-1 Teletica
4 Canal 4	38 TCM	Canal 7 HD
3 Warner	39 TNT	86-2 Repretel
5 Sony	40 TBS	Canal 6 HD
6 Repretel Canal 6	41 A&E	96 Telehit
7 Teletica Canal	42 AXN	97 TL Novelas
8 CTV Noticias	43 FX	98 36 Guanacaste
9 Telemundo	44 E!	99 Enlace TBN
Internacional	45 Mundo Fox	117 EWTN
10 Canal de las Estrellas	46 Fox Life	
11 Repretel Canal 11	47 Discovery H&H	
12 Repretel Canal 9	48 ID Investigation	
13 Canal 13 SINART	49 Discovery	
14 Extra TV 42	50 Animal Planet	
15 TD+	51 National Geographic	
16 Fox Sports	52 Lifetime	
17 Fox Sports 2	53 History Channel	
18 Fox Sports 3	54 TLC	
19 ESPN	55 Destinos TV.com	
20 ESPN 3	56 XPERT TV	
21 TDN	57 CNN en Español	
22 Discovery Kids	58 CNN International	
23 Disney Junior	59 CNBC	
24 Cartoon Network	60 CBS	
25 Disney Channel	62 CNN Headlinenews	
26 Nickelodeon	63 TVE	
27 Disney XD	64 De Película	
28 Boomerang	65 Canal 13 Arg	
29 Golden	66 TV Chile	
30 Cine Canal	68 CCTV4	
31 HBO	69 TV5	
32 Cinemax	70 Rai Italia	
33 FOX	71 DW	
34 Universal	72 VM Latino	
35 Studio Universal	73 MTV	
36 Film Zone	74 VH1	



Contacts

National Emergency System

	911
Drug Control Police	1176
Transit Police	800-87267486
Fireman	1118
Red Cross	1128
Announcement of the Hour	1112
Local Toll Calls	1110
Información	1113
National Museum of Costa Rica	2291 3517

Local

Policeman	2645-6248
Monteverde Public Clinic	2645-5076
Medical Emergencies	2645-7778
Emergencies 2000	2645-6555
Taxis	2645-7171

Embassy

Germany	2290-9091
Argentina	2234-6270
Brazil	2295-6875
Canada	2242-4400
Spain	2222-1933
United States	2519-2000
France	2234-4167
Italia	2224-1082
Japan	2232-1255
Mexico	2257-0633
United Kingdom	2258-2025
Switzerland	2221-4829
Uruguay	2288-3444



Contacts

Car Rental

Alamo	2242-7733
Avis	2293-2222
Dollar	2243-2950
Economy	2299 2000
Hertz	2221-1818
Payless	2257-0026
National	2242-7878
Thrifty	2258-5797

Airlines

Air Canada	2241-8025
Air France	2220-4111
Air Madrid	2296-4559
Alitalia	2295-6820
American Airlines	2257-1266
Aeromexico	2290-5222
British Airways	2257-8266
Continental Airlines	2296-4911
Copa Airlines	2295-7400
Cubana	2221-6918
Delta Airlines	2440-4802
Iberia	2257-8266
United Airlines	2220-4844



History of Monteverde

The first inhabitants of Monteverde arrived near the year 1915 from nearby places, such as San Luis, Las Juntas y Guacimal. These had originally departed from San Ramon, Zarcero and Esparza, in search of a good place to live. Since the arrival of the first settlers until the 1950s begins the creation of farms for dual-purpose livestock causing deforestation of the forest to small and medium-scale. Work much depended on family labor.

The arrival of the Quakers is given in the period from 1950 to 1980. This leads to the introduction of cattle for milk, the use of herbicides for the good care of the grass and at the same time, the introduction of the chain saw by Wolf Guindon. In 1972, he started to notice a problem in deforestation and beside Eladio Cruz and George Powell initiated the Foundation of the Monteverde Cloud Forest Biological Reserve. In 1953, the Cheese Factory was founded, in 1971 the Cooperative of Santa Elena, in 1977 the Technical Professional Agricultural High School of Santa Elena.

Between 1981 and 1992, the agricultural diversification starts, as well as the birth of conservation NGOs like the Monteverde Institute and the Monteverde Conservation League, the Cooperative of Artisans of Santa Elena and Monteverde (CASEM) and the Cloud Forest Reserve of Santa Elena. These organizations, individually and collectively, began reforestation projects in the estates of its partners as well as the inclusion of environmental education in schools. The ACM kicks off the purchase of lands for the eternal forest of the children (BEN), manifesting a protection already absolute for future generations. Between 1991 and 2000 were the first most notorious advances that were intended to improve the immediate environment and its individuals.



Gallo Pinto,
Typical Dish



Activities in Monteverde

Activity	Schedule	Ages
Walks (guiadas o por su cuenta) en la Reserva Biológica Bosque Nuboso de Monteverde o Santa Elena.	Daily 07:00 - 14:00 Guided 07:30, 12:00, 13:30	All
Caminatas (guiadas o por su cuenta) en otras reservas privadas.	Daily 07:00 - 16:00	All
Caminatas nocturnas.	Daily 17:30	All
Observación de orquídeas, murciélagos, reptiles, anfibios, insectos y/o mariposas.	Daily 09:00 - 20:00 Guided A convenir	All
Tour de canopy, bungee, canyoning, cuatriciclos, tour a caballo.	Daily 07:00 - 16:00 <i>Programmed schedules</i>	> 4 years
Teleféricos, puentes colgantes.	Daily 07:00 - 14:00	All
Tour de café, chocolate y/o caña de azúcar.	Daily 08:00 - 15:00 <i>Programmed schedules</i>	All

We have prepared for you an informative book that describes each activity in detail, you can request this at the frontdesk, our staff will be willing to assist you with information on costs and reservations.