



General Policies

Mantra Hotel Boutique

At Mantra Hotel Boutique, we believe hospitality is built upon respect, harmony, and care for the surrounding environment. Our operation is guided by principles aimed at providing a conscious, balanced, and professional experience for our guests, team members, and local community.

The following policies reflect the values that guide the hotel's daily operations and our ongoing commitment to service quality, well-being, and social responsibility.

Coexistence & Respect for the Environment Policy

Mantra Hotel Boutique is a space dedicated to rest, wellness, and respectful coexistence among guests.

For this reason, we strive to maintain an atmosphere of tranquility and harmony throughout all hotel facilities, encouraging guests to respect shared spaces, the rest of fellow visitors, and the hotel's general environment.

Any behavior that significantly disrupts the peaceful atmosphere or guest experience may be addressed by the hotel operations team in order to preserve the comfort and well-being of other guests. When necessary, the hotel may establish additional measures to ensure order and tranquility within the property.

Rest & Quiet Hours Policy

In order to preserve an atmosphere of rest and well-being for all guests, moderate noise levels are encouraged throughout the hotel facilities, particularly during nighttime hours.

Guests are kindly invited to respect the tranquility of guestrooms and common areas, avoiding activities that may disturb the rest of other visitors.

The hotel team may intervene when necessary to maintain an appropriate environment for rest and harmonious coexistence.



External Visitors Policy

To maintain a safe and controlled environment for our guests, access to hotel facilities is primarily reserved for registered guests with an active reservation.

Should guests receive external visitors, such visitors must register in advance at the front desk and comply with the hotel's general operational and coexistence guidelines.

The hotel reserves the right to establish schedules, conditions, or limitations regarding external visitors whenever necessary to ensure security, guest well-being, and the proper operation of the property.

Responsible Use of Facilities Policy

The facilities at Mantra Hotel Boutique are designed to provide an experience of relaxation, wellness, and enjoyment for all guests.

Guests are kindly requested to make responsible use of all common areas and hotel facilities, including the pool, rooftop, lounge areas, and wellness spaces, while respecting staff instructions and established safety guidelines at all times.

Use of the facilities is undertaken under the responsibility of each guest or visitor, with the expectation that all spaces are treated with care and respect toward other users.

In the event of damage, misuse, or deterioration of hotel facilities, the hotel reserves the right to apply corresponding charges for repair or replacement of affected items.

The hotel may limit or suspend access to certain areas whenever necessary to preserve safety, order, or the proper functioning of the facilities.

Personal Belongings Policy

Each guest or visitor is responsible for the safekeeping and care of their personal belongings within the hotel premises.

Mantra Hotel Boutique recommends not leaving valuable items unattended in common areas. The hotel is not responsible for the loss, misplacement, or forgotten personal belongings within the property.

Should any item be found by hotel staff, it will be temporarily safeguarded and may be recovered through the reception desk according to the hotel's internal lost-and-found procedures.



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Natural Environment Conditions Policy

Mantra Hotel Boutique is located in a tropical destination characterized by its proximity to the ocean, lush vegetation, and regional ecosystems.

Due to these natural conditions, guests may occasionally experience environmental factors such as weather variations, humidity, insects, or local wildlife during their stay.

The hotel continuously carries out maintenance, cleaning, and preventive control efforts to maintain the facilities in optimal condition; however, certain elements inherent to the natural surroundings form part of the destination experience and may occasionally occur.

Guests are encouraged to consider these natural characteristics as part of the environmental context and charm of the destination.

Safety & Civil Protection Policy

The safety and well-being of guests, collaborators, and visitors are a priority within the hotel's operations.

Mantra Hotel Boutique maintains protocols, infrastructure, and preventive measures designed to respond appropriately to emergencies or natural contingencies.

The property includes previously designated and clearly marked safe areas, as well as evacuation routes identified for situations such as hurricanes, earthquakes, or other extraordinary events.

Fire extinguishers are strategically located throughout the property and maintained in optimal operating condition through periodic inspections in accordance with internal maintenance programs.

Additionally, the hotel has a backup power generator, visible emergency signage, and continuous staff training in civil protection procedures and emergency response.

These measures form part of a comprehensive system designed to maintain a safe, organized, and prepared environment in the event of any contingency.

Wellness & Sustainability Policy

The operation of Mantra Hotel Boutique is guided by an integral wellness and sustainability approach, promoting responsible practices that contribute to environmental care and harmony with the local community.



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Actions are implemented to encourage the efficient use of resources such as water and energy, responsible waste management, and the gradual reduction of single-use materials.

Likewise, guests and collaborators are encouraged to participate in wellness and ecological awareness initiatives, integrating these principles naturally into the hotel experience.

Mantra Hotel Boutique seeks to collaborate with local suppliers and partners who share values of social responsibility and sustainable development, aiming to create a positive impact on both the community and the surrounding environment.

Equal Opportunity Policy

Mantra Hotel Boutique maintains an ongoing commitment to promoting equal opportunities among all collaborators.

The company fosters an inclusive, respectful, and discrimination-free work environment where every team member can develop professionally under conditions of dignity and mutual respect.

Decisions related to hiring, professional development, and internal growth are based on criteria of capability, performance, and experience, promoting a collaborative and professional workplace culture.

Non-Discrimination Policy

Mantra Hotel Boutique promotes an environment of respect for all individuals. Any form of discrimination based on origin, nationality, gender, gender identity or expression, sexual orientation, religion, age, physical condition, appearance, or any other personal characteristic is not permitted.

Both collaborators and guests are welcomed into a space founded on mutual respect, harmonious coexistence, and diversity.

Marketing & Communication Policy

The institutional communication of Mantra Hotel Boutique is developed according to an internal strategy aimed at conveying clearly, professionally, and consistently the values, services, and experiences that define the hotel.

The hotel strives to ensure that all information distributed through various communication channels is accurate, transparent, and aligned with the brand identity, allowing guests to clearly understand the nature of the experience offered.



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All visual and communication elements, including texts, logos, photographs, designs, and content published on official websites, social media platforms, or third-party managed platforms form part of the identity of Mantra Hotel Boutique and remain the property of the company.

Compliance with Hotel Policies

All individuals accessing the facilities of Mantra Hotel Boutique, whether as guests or visitors, acknowledge and accept these general policies.

Signing the registration form or entering the hotel premises implies agreement with the provisions described herein and the commitment to respect the coexistence and operational guidelines established by the hotel.