



## ***GUEST INFORMATION BOOK***



## **Dear Guest:**

We are very pleased that you have chosen to spend your holiday with us at Finca Rosa Blanca. We hope that we will be able to provide you with exceptional service in peaceful and relaxing surroundings.

We offer you this book of information about the Inn and our services to enhance your visit and help you create a wonderful experience. We hope that these guidelines will help to make your vacation at Finca Rosa Blanca outstanding and to clarify any questions that may arise during your stay.

Our staff is available for any questions or to provide assistance regarding our coffee farm and tours, activities, environmental efforts, local restaurants and more. Please let us know if there is anything else we can do to make your stay more enjoyable.

**Muchas Gracias!**

## General Information

### Reception:

The reception office is open 24 hours. Our staff is happy to answer all your questions, make arrangements for tours, transfers and help you with tips to fully enjoy your stay with us. For any assistance or additional information, please dial “0”.

### Check In/Out:

Check-in is at 2:00 p.m. and Check-out is at 12 noon.

### Credit Cards:

We accept cash and the following credit cards; Master Card, Visa, and American Express. You can find an ATM in downtown Santa Bárbara if you need to use it.

### Luggage:

Please ask for assistance with your luggage. Our staff will be happy to assist you bringing it to your room or to the reception area upon leaving.

### Public Areas:

Please feel free to use any part of the Inn: the restaurant terraces and outdoor areas, the library in the restaurant and great room in the main house, the swimming pool and Jacuzzi area and the nature trails, and make yourself at home in *El Tigre Vestido* Restaurant. You are welcome to wander the grounds and enjoy the flora and fauna. In the office, we have a guide to the birds sighted on our properties and to the trees, plants and flowers of our gardens. You can find many guides about the birds and mammals, tropical flora and fauna of Costa Rica in our reception area and our library for your use. Please read our recommendations on how to protect and enjoy the environment included in this information book. For all who use the common areas and in particular those guests with children, please be aware that the acoustics are very bright in the common areas of the main house and we ask that you respect the other guests' tranquility by refraining from running or shouting and try to minimize noise.



### **Tiendita:**

Please visit our gift shop, *La Tiendita*, where you can find a wonderful selection of local arts and crafts, soaps and organic beauty products, organic chocolate, T-shirts, sundries and canvas bags. 100% of the merchandise for sale in our gift shop is made in Costa Rica. And of course, we also have our excellent organic and sustainable Finca Rosa Blanca coffee for sale.

### **Business Center:**

A computer and printer are available for all guests to use free of charge. Please be conscious that others may wish to use this service as well, and limit your time accordingly.

**Please do not install or add any programs or icons on these computers.**

We also have free wireless internet connection in most of the public areas of the Inn.

### **Parking:**

To maintain perfect tranquility at Finca Rosa Blanca, only foot traffic and electric cars are allowed on the premises. All cars are parked across the street in a large guarded parking lot next door to our sustainable organic coffee farm.

### **Water:**

Our water is from a well which is checked monthly by a licensed laboratory and is absolutely clean to drink, however we also provide a filtered water dispenser in the main Inn lobby and in the reception area where you can fill your own water bottles. We encourage a refillable bottle to avoid excess plastic refuse.

## **Restaurant Service at El Tigre Vestido Restaurant**

Join us for all of your meals in *El Tigre Vestido* Restaurant or for a drink at the Bar Buho.

Breakfast: .....6:30am to 10:00 am  
Lunch: .....11:30am to 03:00 pm  
Afternoon Menu .....3:00pm to 06:00 pm  
Dinner: .....6:00pm to 10:00 pm

We produce much of the fruit, vegetables, coffee and eggs you are served at the restaurant and work with local purveyors to find the freshest produce, fish and chicken.

Your full breakfast is complimentary every morning, including all the Rosa Blanca coffee you can drink! Please let us know about any allergies or food concerns and we will be happy to create a menu which will fit your needs. Join us for complimentary Finca Rosa Blanca Coffee prepared in the Costa Rican way and homemade cookies every afternoon on the deck of El Tigre Vestido!

### **Bar El Buho**

Our bar menu includes a great variety of natural and Costa Rican style drinks such as *Horchata* made with rice, milk, cinnamon and peanuts or a refreshing *Agua de Sapo* that combines the flavors of lime, ginger and cane syrup. And nothing satisfies your thirst better than our *Guaro Mojito* prepared with *Guaro*, typical Costa Rican liquor made with sugarcane. If you want a non-alcoholic cocktail please ask for our fresh tropical fruit “*batidos*” that combine the ripest seasonal tropical fruits and made with either whole milk or water.

**We encourage you to sample our delicious Pan Latino Cuisine!**



## Hotel and Room Amenities

### Rooms:

Your room has all of the comforts of home so that you will have a very enjoyable stay. If you happen to have any special needs, such as extra toiletries or other necessities, please contact us at the front desk, and we will be glad to help. Each room has a mini bar with soft drinks, juice, bottled water, beer, wine, liquor and mixers. You also have a French Press, an electric kettle for hot water and a container of Rosa Blanca Coffee. There is tea, sugar, sweeteners and milk, cups and spoons to create your favorite blend. If anything is missing or you have special needs, please ask the office. You will find the mini-bar menu at the end of this book.

### Housekeeping:

We will be cleaning your room twice daily: once in the morning and again while you are having dinner. Please leave your towels on the floor only if you want them changed. If you need special services throughout the day, we will be glad to help you. Please use the pool towels provided for you in the pool area.

### Laundry:

We have basic laundry services. If you have any need for this service, we have provided you with a laundry bag and a list to fill out; you will find them in the closet. Please be aware that we only operate with machine wash and dryer services. We are environmentally conscious and use only biodegradable detergents and generally dry the laundry with solar generated heat.

### Safe Deposit Box:

This is a very safe place. Nevertheless, we encourage you to deposit all your valuables, documents or any other personal belongings you might want to keep in a secure place in your safe deposit box in the room. We recommend that you lock your doors when leaving and when applicable you should activate your alarm whenever you leave your room. We have guards walking the grounds all night, but we want you and your valuables to be safe.

***The Inn will not be responsible for valuables left outside your safe.***



### **Umbrellas:**

Our green season is officially from May to early November although occasional showers can occur at any time. We have provided each room with 2 umbrellas for your convenience; please find them in the closet. We ask you to please bring the umbrella back to your room if you take it to the lobby or the restaurant area.

### **Smoking:**

Recently Costa Rica passed a comprehensive ban on smoking in any public areas. We also prefer to have a smoke free environment. Your room is non-smoking. We ask that guests do not smoke inside the Hotel. If you wish to smoke, you will find ashtrays to use outside your room on your terrace or patio.

Our restaurant and bar are non-smoking as well, and we ask that you refrain from smoking in ANY of the Inn's public areas. Thank you for your understanding and cooperation.

### **Water:**

Please use water with moderation. We are located in an area of Costa Rica where water can be scarce (especially in the summer months of February, March & April). Please remember to turn off all faucets when not in use and report any signs of leakage to management. We appreciate your cooperation.

### **Games:**

We have a selection of board games and a beautiful Backgammon and chess table available in the lounge area, next to the restaurant. There are also crayons and paper for anyone who would like to indulge their artistic spirit.

## Pool

Enjoy a chlorine and chemical free swim! Our pool is sanitized by a copper/silver ionization process and is heated with solar panels which keep it at a comfortable temperature even in the green season. The top terrace is for sunbathing, enjoying the Jacuzzi and the views.

- All swimming is done at your own risk and children younger than 15 years should be supervised by an adult.
- Please do not take any bath towels out to the pool. The pool towels can be found at the pool next to the bathrooms.
- Please shower before entering the pool- there are showers in the changing rooms and foot sprinklers on the lower deck for this purpose.
- Please do not take any glass or bottles to the pool or Jacuzzi area; we can provide you with plastic cups.
- Please do not bring children to the upper terrace unless you are supervising them at all times.

**Jumping from the upper terrace into the pool or falling from the terrace will cause extreme injury. Please note that Finca Rosa Blanca will not be responsible for any accidents or injuries occurring in the pool area. Children under the age of 15 are not allowed in the pool without parental supervision.**

## Calls:

Local and international calls can be made from the rooms and will be charged automatically to your account.

Any call within Costa Rica	9 + telephone number
International calls	9 + 00 + country code + area code + telephone number
USA Calls	9 + 001 + area code + telephone number
USA Calls	808 + area code + telephone number
<b>Emergency Tel #</b>	<b>9 + 8368-6697</b>

**Front Desk:**

Please dial extension "0" (zero)

**Internet:**

There is a computer with internet access and a printer for the use of our guests. Anyone with laptops, phones and tablets may connect to the Inn's Wi-Fi at no charge. The WiFi password is: "guestFRB"

**Library:**

Please feel free to enjoy the books in our library while you are staying with us. There books to exchange or take on your travels. We have a television in the small meeting room for your entertainment.

**"Staff Only":**

We feel privileged to have you stay with us and it is a pleasure for us to share our space. However, there are certain areas which are meant only for staff members of Finca Rosa Blanca, such as the kitchen, bar, back of reception, inside the greenhouse, laundry and maintenance areas. If you should need anything from any of these areas, please contact one of our staff members and we will be happy to assist you.

**Electricity:**

Like the United States and Canada, Costa Rica has an 110v, 60 Hz electrical system. Please use electricity with moderation and remember to help us minimize our use of electricity by turning off all lights, fans and other electronic equipment when not in use. Thank you for your cooperation.

### **Health:**

In case of minor illness or injuries, there is a bi-lingual doctor on call in the nearby area and we have emergency medical assistance at the Inn if needed. The closest hospital is in Heredia or Alajuela, about a 20-minute drive, but there is a clinic open during the day only 10 minutes away in Santa Bárbara. Please let us know of any allergies, or medical conditions of which we should be aware.

### **Insects and Bugs:**

We are fortunate to be in the middle of beautiful tropical green areas and coffee farms. You may be lucky enough to encounter the amazing ecology which is made up of all sorts of wildlife and insects. They are harmless, but if you happen to be allergic to ants, bees, spiders or mosquito stings, we recommend using an antihistamine which the reception staff can help you obtain. Any food left in the rooms will attract insects. We recommend that you try not to eat in your room, but if so, to completely clean any crumbs or detritus left from the food eaten.



## Our Finca Rosa Blanca Organic Coffee Tour



Situated at a perfect elevation for coffee growing and a world away from the hustle and bustle of San Jose, the capitol city of Costa Rica, Finca Rosa Blanca offers an in-depth tour of the coffee farm, the processing plant and the roasting house. Enthusiastic guides will share their extensive knowledge on how organic coffee is grown, cared-for, harvested, processed and roasted to produce some of the world's best coffee beans. You will learn about coffee through the ages, Costa Rican Coffee history and you will become skilled at discerning the fine quality of the freshly roasted Finca Rosa Blanca coffee at a "catación" or cupping session.

Hiking the lush tree-shaded coffee fields you will discover how coffee is grown and harvested. During the season, you will have the chance to pick and taste the ripe coffee berries with the folks from the neighboring towns who will share their knowledge and show you how to quickly fill a basket with the ripe red coffee fruit. Families bring their lunch and everyone enjoys the sunny days and the fun of picking coffee together. Costa Rican school holidays fall during the harvest season so that everyone can pitch in and help bring in the "grano de oro" or the Golden Bean.

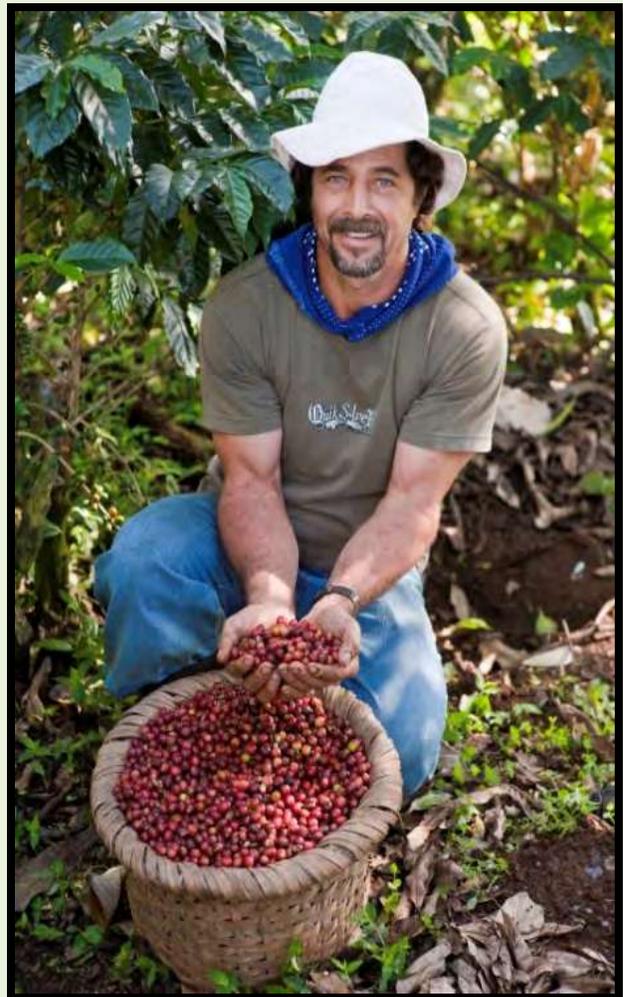
The next stop is the farm's processing mill, or "beneficio", where the bean is separated from the fruit and naturally sun-dried before being roasted and prepared for enjoyment. Our coffee is air and sun-dried on suspended hammocks called *parihuelas*. With the farm's own on-site roaster, Finca Rosa Blanca is considered an estate coffee, where every step of the growing, processing and roasting is done on the farm.

Our organic coffee is environmentally friendly, grown only by sustainable methods. The farm is certified organic by the International BCS, sustainable by Rainforest Alliance and The National Institute of Coffee in Costa Rica.

We will explore the other sustainable crops produced on the farm including banana, plantain, orange, mango, water apples, loquats, guava and lime. You will enjoy salads made with our famous banana vinegar sourced from the many varieties of bananas which shade the coffee plants. Our organic waste and coffee pulp is used to produce organic fertilizers for the farm, the orchards and organic gardens at Finca Rosa Blanca.

Learn how the experts discern and rate gourmet coffee by participating in a “coffee cupping” (catación) session with our knowledgeable Coffee Tour Guide. Sit out on the spacious deck and enjoy the views of the volcanoes above and coffee fields below while experiencing a real coffee cupping and learning more about the benefits to the environment and the community of an organic sustainable coffee farm. Private tours can be arranged at an extra cost with the front desk, if the guide is available and weather permits.

You are welcome to walk through the farm on your own along many of the roads and trails available. As many as 150 species of birds have been identified on shade coffee farms. We encourage you to take our bird watching tour through the grounds of Rosa Blanca and our coffee farm. Stop into the Casa Del Café to watch coffee being roasted and enjoy our interpretive Local Coffee & Culture exhibition.



## Finca Rosa Blanca Bird Watching



Costa Rica is one of the world's premier bird watching destinations and one of the most bio-diverse locations in the world, with over 870 bird species recorded with over 600 species of permanent residents; more than the total of the birds found in North America in a country the size of New Jersey. Costa Rica is a continuous corridor for bird migration between from North and South America with a great

variety of habitats including rain forests, mangrove swamps, beaches, cloud forest, rivers, and mountains. If you visit Costa Rica during the northern winter you will recognize familiar birds, since many species of warblers, flycatchers, vireos, orioles, hawks etc. migrate to Costa Rica every winter.

Our bird expert and naturalist guide will walk with you through the grounds and the surrounding coffee farms of Rosa Blanca where over 125 species of birds have been seen. You will be awakened at dawn to the symphony of bird songs from the huge variety that live and breed on the property. Enjoy spotting and watching these magnificent feathered inhabitants in our the high altitude organic coffee farm while discovering species such as the Montezuma Oropendola, Rufous Naped Wren, Blue Gray Tanager, Summer Tanager, the Clay Colored Thrush (Yigüiro—the National Bird of Costa Rica) Wild Crimson Fronted Parakeets, Blue Crowned Mot- Mot and Three Wattled Bell Bird to name a few.

If you are not a bird watcher now, you will become one after the tour through the gardens and coffee farm of Finca Rosa Blanca.

We can also arrange tours to the Cloud Forest of Barva Volcano to look for the Resplendent Quetzal or Carara National Park for the spectacular Scarlet Macaws.



## Sustainability Information

*Finca Rosa Blanca actively supports and practices sustainable tourism. We are committed to conserving natural areas and local cultures in hope of maintaining a better future for us all.*

### **Information about the Certificate for Sustainable Tourism (CST)**

In the past ten years, the concept of “ecotourism”, going “green” and building “sustainably” in the tourism industry has been adopted throughout the world; in countries such as Costa Rica, where a number of rich natural sites still exist, these terms are common place, appearing in practically every hotel, restaurant, tour operator’s office and street corner. While there are several definitions for these terms, they all basically boil down to one: finding ways in which to satisfy the requirements of today’s society without making it impossible for future generations to satisfy their own.

Finding truly “sustainable” tourism operations, however, has proven to be extremely difficult for consumers with the advent of “green washing”: the deceitful practice of using terms such as “ecotourism” or “green” simply as a marketing ploy to attract a more socially and environmentally conscious consumers—and not necessarily as a functional operational plan or commitment. How then are customers supposed to know the difference between a hotel that is truly sustainable, making substantial contributions to the environment and surrounding community, and one that simply says that it is “green” for the sake of attracting customers? Luckily, environmentally and socially conscious travelers who visit Costa Rica have a great tool for assuring that their money is spent in a way that will truly make a positive contribution: the Certificate for Sustainable Tourism (CST) administered by the Costa Rican Tourism Institute (ICT). This complete, and rigorous, certification system, which is the only certification endorsed by the Costa Rican government, awards hotels “leaves” on a scale of one to five based on their sustainable achievements (much like the Mobile star rating which evaluates hotel services). The CST bases its judgments on four factors:

- 1. Biological-physical:** How does a property impact and/or protect its surrounding environment?
- 2. Services and Infrastructure:** How do the property’s operations (including product use and disposal, water and energy management, etc.) affect the environment?

**3. Social-Economic environment:** What impact does the property have on nearby communities to promote and provide education to its staff and community and to work with community service providers?

**4. External client:** How does the property promote and teach responsible tourism to the guests who visit? Currently, the CST is not mandatory for all hotels in Costa Rica. For this reason, it is imperative that the consumer take an active role in looking for destinations that are indeed participating in the certification process. By supporting organizations that are CST certified, you not only know where your money is being spent, but are showing your support for fair, honest and above all, truly sustainable business practices.

When you travel in Costa Rica, inquire about CST certification, ask questions and demand answers. Your travel decisions, and where you spend your “colones”, can truly make a difference.

We at Finca Rosa Blanca are 100% committed to the CST evaluation and we are proud that we have obtained a 100% ranking and 5 green leaves, the highest score of all participating hotels in Costa Rica.

**Evaluation Result: 5 levels – April 2012**

Areas of Evaluation	PM	Si	EG	PG	PT %
Physical /Biological	42	42	3	0	<b>107.14%</b>
Hotel Facilities	103	103	0	0	<b>100.00%</b>
Clients/Customers	34	34	0	0	<b>100.00%</b>
Socio-Economic	60	60	3	0	<b>105.00%</b>
<b>Minimum PT: 100.00%</b>					

If you would like to learn more about our commitment, please continue to read our statement below or ask any of our staff members. If you find that we are not doing something properly or in accordance with our sustainability efforts, please report your concerns to management. We have included in this book a Sustainability Questionnaire. Please take time to give us your comments. Our guests, our employees and the travel industry of Costa Rica will gain from our experience.



**“I Will Touch a Hundred Flowers, and Not Pick One”**  
**Edna St. Vincent Millay, 1917**

Since 1985, when we began our project at Finca Rosa Blanca, we have always had one important goal in mind; to leave the minimum possible trace of our existence. Since the beginning of our adventure on this property, we have concentrated on an ambitious plan of recycling and regeneration, social consciousness and education. Because of these efforts, we have been awarded five green flags from the Costa Rican Tourist Board for our compliance with the CST (Certification for Sustainable Tourism), a program to encourage Ecological and Sustainable Tourism in this country. We are proud that we have obtained the highest level possible in Costa Rica. If you are interested in the program and its myriad components, please ask our office staff for more information. You can also use the computer in the business center to access the Hotel website and the link to the CST program where our evaluation can be found. Rosa Blanca has won many prestigious awards for its sustainability including the prestigious British Airways “Tourism for Tomorrow Award” as well as a CEGESTI Award for “Environmental Innovation” sponsored by the Dutch Government, the only hotel in in Central America to be awarded the honor. We also have been honored with the *Sustainable Standard-Setter Award* by the **Rainforest Alliance** in 2010.

### **Recycling**

The recycling activities include a complete recycling of food waste, leaves and branches from the garden and horse manure to fertilizers and the recycling of all non-organic materials;

- We compost all of the organic waste from the kitchen and gardens and the ashes from the fireplace in enclosed areas below the kitchen and in the coffee farms. These organic materials create rich soil that is then used in the vegetable garden as fertilizer and around the plants in the gardens of the Inn as well as around the coffee bushes in the farms.
- Red worms have a home at Rosa Blanca in our vermiculture area where they happily eat through the horse manure produced by our gardener’s horses and the fruit of the coffee bean at harvest time. Through their voracious appetite they also create some of the richest organic material known to gardening.

- All of the non-organic waste products are recycled; glass and bottles, plastics, cardboard, metal and newspapers and the Inn has a complete recycling zone for this purpose located below the restaurant. This area is also an educational center, demonstrating the efficiency and necessity for recycling, composting and Vermiculture. The guests are encouraged to participate in the recycling program by depositing their non-organic garbage in bins located in their rooms and outside the Inn and restaurant.
- The employees of Finca Rosa Blanca participate in recycling in their own homes and bring in their separated garbage to take to our own recycling center. The proceeds from the sale of these recycled materials are shared with the employees in the form of special outings and events celebrating their cooperation and enthusiasm. Special ecologically oriented awards, such as energy efficient fluorescent light bulbs, are given to those employees who show a decrease in their electrical and water bills due to a concerted effort to reduce energy use. This same incentive system is used to motivate the employees as a unit in the Inn, to show a reduced utility bill and less recyclable garbage, as well as a reduction in overall water use, which is determined by constant monitoring from water meters installed for this purpose.

## **Support for National Parks**

We continue to raise funds to support Braulio Carrillo National Park, Barva Volcano Sector.

Located just 11 kilometers from the Hotel, Barva Volcano cloud forest is one of the most beautiful of Costa Rica's National Parks but due to inaccessibility it is one of the least visited. We have created and printed a brochure in both English and Spanish, provided long-range radiophones and helped to bring electricity to the park station as well as improving the road to provide better access. We have helped to build new trails as well as purchased maintenance materials and provide food supplies to the rangers on duty. We have a scrapbook of our work with the park and photos of some of the spectacular flora and fauna to be found there.



## **Education**

For Teri and Glenn Jampol, the owners of Finca Rosa Blanca, education is the source of cooperation, understanding and ultimately implementation of strong sustainable practices. For this reason, they have dedicated a substantial sum of their profits to help rebuild the Barrio Jesús primary school in Santa Bárbara de Heredia, including a new library and the principal's office, two classrooms for educationally challenged students, a recycling program and they have built an information room and purchased and installed computers and a network for the school. Finca Rosa Blanca donates in-kind services and funds to the schools of the area for recycling centers, gardens and environmental education and special projects such as the Blue Flag Ecological Program. The Inn supports the local children's Food Bank "Comedor de Niños" providing the food which is prepared by volunteers and consumed by 75 under-privileged children and seniors in the community. We have hired a nutritionist who prepared a daily menu for the Food Bank and our chef has helped to train the staff in sustainable practices in the kitchen. We donate the wealth of produce from our farm and gardens to the Food Bank and have begun a hydroponics program with them and the schools to encourage growing their own produce.

Rosa Blanca has also sponsored seminars by environmental experts for their employees, the teachers and the children, to educate them about the need for recycling and other good environmental habits.

## **Community Relations**

We feel it is especially important to be inexorably tied to the community in which we live. Therefore, we not only support the schools in many educational endeavors, but we also participate in various fundraising activities throughout the year in Santa Bárbara de Heredia. Furthermore, we purchase the vast majority of our supplies from merchants located in the community to help 'recycle' the earnings of our business. We support CENDAS, a Center for the Golden Age, where they make rag rugs for use in the Inn and to sell to our guests. Finca Rosa Blanca also helps maintain the vehicles of the Municipality including the local Police vehicles and supports the local Red Cross. We are working with the local Environmental Protection Agency (MINAET) to protect the community water sources,



local natural streams and rivers. Rosa Blanca sponsored and participated in the earning of the

Blue Ecological Flag (BAE) for the community of Barrio Jesus and the Jesus Elementary School as

well as the Elementary and High Schools of Santa Barbara. For more information about our community including the history of Santa Barbara and Barrio Jesus, festivals, both cultural and religious, coffee production or about the local population just ask our office or restaurant staff, Glenn or Teri.

The preservation of natural resources also precludes the over-use of their abundance. We have solar panels to heat water throughout the Inn and restaurant, and we also use “on demand” tank-less gas heaters when sun cannot provide the energy to minimize the use of natural fuels. Our pool water contains no chemical products and is kept bacteria and algae free through the use of ionization and is heated through a “solar carpet panel” which can be seen on the reception side of the pool. All of our soaps, detergents, cleansers and maintenance products are biodegradable, and their packaging is recycled whenever possible. Our water, which comes from a spring-fed well is extremely clean and delicious and is checked monthly by a certified laboratory. Ironic as it may seem in a country of such prolific rainfall, water is a valuable commodity, particularly in the dry season (December through April) when it is critical that we use water sparingly. For this reason, the Inn is outfitted with water saving showerheads and other devices.

We also participate in a global program to save water by offering the choice of not changing your bedding and towels every day. If you are comfortable with using the same sheets again, do not place the card with the icon on your pillow. To re-use the same towel, just hang it from the bar in the bathroom; if you leave it on the floor, the cleaning staff will take it to be washed.

Please try to conserve electricity whenever possible. Keeping all unnecessary lights turned off and remembering to turn off all the lights and the fan in your room before leaving can help. By saving electricity wherever you may be in Costa Rica, you may help to save one of our beautiful rivers.

The food served at Rosa Blanca is created from the bounty of our organic gardens, orchards and farms. We raise our own chickens to serve their organic eggs in our restaurant. When a product cannot be produced on site we purchase from an organic or local farm. Our meals are prepared

with organic produce, free range poultry and grass-fed beef whenever possible. We buy our seafood from a local cooperative of fishermen who have been certified for their sustainable fishing practices. We are constantly seeking new sources for the most organic and fresh food available to provide our guests with healthy and delicious meals.

The Inn also has two Blue Ecological Flags, one for our work in the reduction or mitigation of carbon and one for protection of natural resources, for which we earned 100% in the analysis. *El Tigre Vestido Restaurant* is the first dining establishment in Costa Rica to earn a Green Ecological Flag for “Health & Environmental Quality”.

### **Basic Rules to Consider:**

We would like to ask that while enjoying your stay here at Finca Rosa Blanca, that you try to interact with the environment in a way that will create the least impact possible. Please try to follow these guidelines while in Costa Rica.

- Stay on the marked or apparent trails at all times.
- When walking and exploring, please be aware of where you put your hands and what you are touching. Thorns, stinging ants, irritating plant toxins and other surprises can await you on the next branch, tree trunk or flower bed.
- Please do not collect or buy any live plants or animals that are protected by law. They are a precious resource of this country and sellers and buyers will be prosecuted by the law. We have a copy of the Costa Rican Conservation Law of Wildlife and Forests #7317 if you would like to read it in its entirety. Here is an excerpt of the Law for the Conservation of Wildlife, Chapter IV, Article 1

***“it is prohibited in the whole national territory either main land or islands, to sell or to trade wild life species of either flora or fauna, their products or sub products, with the exception of what has been technically allowed by the General Bureau of Wildlife of the Ministry of National Resources, Energy and Mines based upon prior scientific research and contemplated in the Regulations of this Law. In every instance, it is prohibited by the Executive Power to export, to import or to trade with species of wildlife declared to be in danger of extinction.”***

Be aware that it is illegal to trade in products derived from endangered flora or fauna species including buying products made from the wild plants and animals of Costa Rica such as belts and bags made from the skins of caimans, crocodiles and turtles,



artwork using feathers from native birds or orchids taken from the forests. If you see any illegal poaching or activity in the wild areas of Costa Rica please consult the proper authorities. For more detailed information and in-depth regulations regarding endangered species please visit the CITES website [www.cites.org](http://www.cites.org)

In the National Parks of Costa Rica, it is prohibited to cut trees or extract plants or any other type of plant material. It is prohibited to scratch, mark or cause any type of damage to plants or trees. One may not hunt or capture wild animals or their young including sea turtles and their eggs. One may not carry firearms or other instruments which can be used for hunting. No fishing is allowed in the Parks and one may not collect or extract coral, shells, rocks, or any other product from the sea.

- Absolutely do not feed or give water to the wildlife. It's a sure way to upset the rhythm of Mother Nature and can cause serious repercussions in the chain of life. One may not introduce animals or exotic plants into the parks or use the parks to raise cattle or bees or in any way causing contamination to the park environment.
- Naturally, a private citizen may not construct electrical or telephone lines, aqueducts or roads or undertake any type of commercial, agricultural or industrial activity in a park area.
- Look down before you look up. Always look where you step, to avoid the possible accident- like unstable surfaces, tree roots, small animals, reptiles and all of those creatures that share our habitat with their own evolved and practical defenses.
- Try to leave the least possible trace of your experience while enjoying the miracle of the Costa Rican biodiversity.
- Remember, that the culture and customs of Costa Rica are different from yours but equally valuable. Try to be patient, slow down your pace, and enjoy the casual atmosphere of life. Costa Ricans are among the most intelligent, accommodating, and friendliest cultures in the Americas and you can gain a tremendous experience by appreciating and respecting their many gifts.
- Whenever possible, try to minimize your use of natural resources during your stay and always collect all your belongings and trash before leaving.

***Thank You for Helping to Keep Costa Rica Clean, Healthy and Biodiverse!***

## **Good Environmental Habits to take home**

- Eliminate waste by not producing it. Improve your recycling IQ and separate trash to recycle or reuse it as much as possible. Avoid Styrofoam use.
- Become a smart shopper: buy locally produced or manufactured products, frequent farmers' markets and eat seasonally and buy foods produced locally rather than transported and/or imported.
- Purchase bulk-dispensed products using refillable containers. Replace 'plastic or paper' by using cloth shopping bags or emptied cardboard boxes.
- Use your garbage disposal less by making compost from vegetable and fruit peelings. Plant native species and fewer exotics in your gardens. Celebrate life events by planting a tree.
- Save energy by using less: turn off lights and appliances when not in use, invest in low watt light bulbs and energy efficient appliances, install solar panels or on-demand, tank less water heaters, use more passive solar energy to light and heat your home and water and install water saving devices in faucets and toilets.
- Car pool more and drive fuel-efficient vehicles. Use public transportation. WALK.
- Minimize your environmental impact: use bio-degradable cleaning products, eat organically and improve dumping practices of paints and household chemicals.
- Join organizations promoting land and biodiversity preservation. Expand your appreciation of local nature by using your binoculars. Participate in neighborhood and area's park clean-up programs and support local efforts to improve conservation.
- Your travel choice makes a difference. Investigate your next travel destinations as to their social and environmental impact. Support Certified Sustainable hotels and lodges and contribute to their Travelers' Philanthropy projects. Minimize your travel impact by taking home non-recyclables. Support Carbon-Neutral programs to offset your transportation fuel consumption.



## **Mission Statement:**

FRB recognizes that the culture, environment and economy of the local community is fragile, requiring a sustained commitment from us to ensure that we have a lasting positive effect. Our Inn can be a real help to the community providing income, education, positive cultural exchanges and the financial incentive to protect the natural environment while offering a quality experience to our guests. We will educate our guests about sustainable tourism with the hope that they will seek out other like experiences and thus further the proliferation of more sustainable hotels with similar vision.

## **Vision:**

FRB is committed to encouraging, promoting and supporting sustainable practices and environmental consciousness while offering excellent service and the highest quality of service in the hospitality industry.

## **National Archaeological Heritage**

The cultural heritage of a country consists of the movable (objects or parts of them), real estate (buildings, archaeological sites, etc.) And non-material creations (oral traditions, music, dances, etc.) which have cultural significance to society, recognized by the state and are under protection of national and international legislation.

Procedure to prevent and report all commercialization of items of National Cultural Heritage: Let's help preserve Costa Rica's cultural heritage! If you have witnessed a situation where there is destruction of the cultural heritage of Costa Rica or any other another country, please collaborate by denouncing the act to the National Museum.

Your report can be anonymous or not. You can alert the museum about situations such as:

- **"Huaquerismo"**; This is an activity that relates to the illegal extraction of indigenous tools and utensils or any construction, agriculture or natural disasters that are altering the archaeological heritage of Costa Rica.
- Trade, export and transfer of pre-Columbian objects.

- The import of archaeological artifacts elsewhere.

Go to: [proteccion@museocostarica.go.cr](mailto:proteccion@museocostarica.go.cr) or via telephone to the Department of Cultural Heritage Protection Phone: 233-6886 Fax: 257-4420.

Website [www.museocostarica.go.cr/es\\_cr/denuncie.html?Itemid=61](http://www.museocostarica.go.cr/es_cr/denuncie.html?Itemid=61)

Here you will find a form to file the complaint, fill it out and send.

### **National Parks Act. No. 6084 Act 8**

Within national parks, visitors are prohibited from:

- Felling trees or extracting plant materials or any other type of forest products
- Killing or capturing wild animals, collecting or removing any of their products or offal.
- Hunting any species of sea turtles; collecting or extracting their eggs or any other product.
- Scratch, stain or cause any harm or damage to plant, equipment or facilities.
- Sport fishing, except as provided in article ten.
- Collecting or removing coral, shells, rocks or any other product or waste from the sea.
- Collecting or removing rocks, minerals, and fossils, geological or other products.
- Hunting\* or carrying firearms, spears and any other instrument that can be used for hunting.
- To introduce exotic animals or plants.
- Grazing and watering livestock or bee-keeping.
- Cause any environmental pollution.
- Remove stones, sand, gravel or similar products.
- Feeding or watering the animals.
- Building power lines or telephone, water or roads or railways.
- Perform any commercial, agricultural or industrial activity.

**\*Hunting is illegal in all of Costa Rica under any circumstances.**

### **Code of ethics and conduct**

Finca Rosa Blanca Coffee Farm and Inn believe that exploitation of living humans, in any form, particularly sexual, especially when applied children and adolescents, conflicts with

the fundamental aims of tourism and is a denial of the essence, which is why, in compliance with Law No. 7899 on the Commercial Sexual Exploitation of Minors and the Law No. 8590 for strengthening the fight against commercial sexual exploitation of persons under age and Article 4 of our Code of Conduct, we will cancel the contract with the companies or people

who somehow contribute, facilitate, tolerate or promote Commercial Sexual Exploitation of Children and Adolescents. Any activity related to the commercial sexual exploitation of children and adolescents should be immediately reported to the personnel of Finca Rosa Blanca Coffee Farm and Inn and the authorities.

Our policy also extends to the protection and conservation of the environment, like Carbon mitigation in all our activities necessary for the operation of Hotel, for this we have clauses to know:

- Support all activities to promote safety, prevent, ameliorate, replenish or remedy the environmental and social damage, evaluating and improving these practices continuously.
- Respect the requirements of environmental law and promoting Costa Rica
- knowledge of the internal rules of the institution and in the community
- Promote environmental awareness and mandatory compliance
- This policy and the rules and regulations prior specific established
- Maintain a harmonious relationship with the environment and transparent social, especially with communities and groups directly related to the projects organization's activities, respecting ethnic and cultural diversity of each population.
- Spreading the ideas of sustainability at the enterprise level, placing us as example to follow.

This will be the guide to respect and comply by all employees, suppliers and guests, enters into force from the moment that you are aware.

It will be updated according to the needs of our Hotel and the dictates of the law.



### **Helpful websites:**

- [www.turismo-sostenible.co.cr](http://www.turismo-sostenible.co.cr)  
Costa Rica's sustainable certification program
- [www.realgoods.com](http://www.realgoods.com)  
Products for an ecologically sustainable future
- [www.buildinggreen.com](http://www.buildinggreen.com)  
Improved design and construction practices and products for your home.
- [www.rainforest-alliance.org](http://www.rainforest-alliance.org)  
A great website to find certified products and tourism destinations.

### **To learn more about sustainable travel destinations, visit:**

- [www.cayugaonline.com](http://www.cayugaonline.com)
- [www.ecotourism.org](http://www.ecotourism.org)
- [www.responsibletravel.com](http://www.responsibletravel.com)
- [www.canaeco.org](http://www.canaeco.org)
- [www.sustainabletravelinternational.org](http://www.sustainabletravelinternational.org)
- [www.eco-index.org/tourism](http://www.eco-index.org/tourism)

## History of Costa Rica

Costa Rica has become a very popular destination for travelers around the world, mostly due to its attractive natural resources, abundance of biodiversity and safe, friendly reputation. Situated between Nicaragua and Panama, Costa Rica is brimming with wildlife, magnificent beaches, active volcanoes, and tropical rainforests.

Of all the Central American countries, Costa Rica is the one that has been most influenced by Spanish conquest; that is not to say, however, that Costa Rica does not have its share of pre-Columbian history. Indigenous groups such as the Guaymi, Boruca and Chorotegas were particularly present in Costa Rica, and are known for their unique architecture and pottery.

Christopher Columbus arrived in present day Puerto Limón (on the Caribbean side of Costa Rica) on September 18, 1502. He was treated well by the coastal natives during his stay of 17 days and he noted that some of the natives wore gold decorations. Because of this, the area was named “Costa Rica” (the rich coast) by the Spaniards who imagined that there must be a rich empire lying further inland. Further expeditions followed, resulting in decreased numbers of indigenous groups and the formation of a formalized Spanish colony. The imagined precious stones and riches of Costa Rica, however, turned out to be very little and were soon plundered. As a result, the small Spanish colony soon became removed from mainstream Spanish influence and population.

Central America became independent from Spain on September 15, 1821, although Costa Rica was not aware of this situation until at least a month later. It briefly became part of the Mexican empire, then a state within the Central American United Provinces. The first elected head of state was Juan Mora Fernandez, who governed from 1824 to 1833. During his time in office, coffee (introduced in 1808 from Cuba) began to be exported in modest amounts (later becoming one of Costa Rica’s principal exports).

Democracy has been a hallmark of Costa Rican politics since its first elections in 1889. 1949 marked the formation of the Costa Rican constitution, which is still in effect today. Women and blacks finally received the right to vote, presidents were not allowed to run for successive terms, a neutral electoral tribunal was established to guarantee free and fair elections, voting in elections, held every four years, was made mandatory for all citizens over the age of 18 and,

most importantly, the country's armed forces were eliminated.

Today, Costa Rica is known for its high levels of education, stable democracy, and enlightened approach to conservation. Costa Rica has managed to avoid the despotic dictatorships, frequent military coups, terrorism and internal strife that have plagued most other countries in the region, making Costa Rica one of the safest countries to visit in Latin America. Additionally, about 37% of the country is protected in one form or another and over 25% is within the national park system!

## **History of Jesús de Santa Bárbara de Heredia**

Barrio Jesús was declared the fourth district of Santa Barbara de Heredia on September 26, 1882. The founding families included the Quirós, Hidalgo, Carballo, Herrera and Murillo clans. They were concerned with maintaining religious services, educational services, access and communication and public services with the goal of improving the quality of life of the inhabitants of Barrio Jesus. The foundation of this district was sustained by the strength of its ingrained religious beliefs substantiated by the construction of three Catholic churches in the community. Today only memories remain from that era, as over time the churches deteriorated. Following that period Mrs. Fermina Ulate donated the land for the building of another church with an improved structure which was made with "bahareque" (cane) and adobe with a finished surface of sand, lime and mud. In March of 1946 there was a series of earthquakes in the country which destroyed the sanctuary, rendering it inaccessible, which provoked the community to seek funding through donations for a new church. The community relied upon the brothers León and Victoriano Hidalgo and in September 1948, they placed the first stone and with the collaboration of all the neighbors and visitors completed the creation of the church that we see today. The image of the baby Jesus was donated by the couple of Miguel Hidalgo and Feremina Ulate on their wedding day and whose image was shown by Mr. Hidalgo on the third Sunday in January a tradition that continues today with the celebration of the festivities called "Dulce Nombre de Jesús" (Sweet name of Jesus)

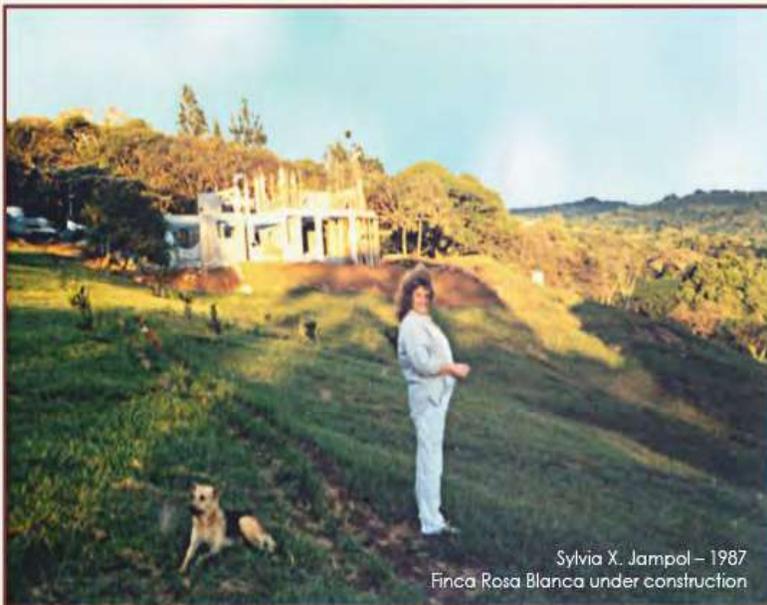
For many years the community has joined together in groups with different objectives such as; "The Pastoral Youth", Brothers of Compassion, who also formed in 2001 the "Comedor de Niños de Jesús" (Children of Jesus Food Bank) on the property of Francisco Hidalgo where they offer breakfast and lunch to less fortunate children with the help of various patrons of the community among them; The Catholic church, Kenneth Murillo Alfaro and Hotel Finca Rosa Blanca who every two weeks donate the necessary food to serve the children daily. The community built educational

facilities beginning with the property of Mr. Otoniel Hidalgo where he constructed the secondary school across from the football plaza. The Barrio Jesus Elementary School was completed during the government of Otilio Ulate with the help of funds raised during the popular festivals in the community. The community football plaza was donated by Mrs. Petra Herrera

In the 1920's the first aqueduct was installed using the water from the Chayotera spring and in 1937 the first electricity was brought to the community. In 1948 after the civil war, the main road was built which brought the first bus service to the community through the efforts of Benedicto Rodriguez. In 2003, the first community health clinic was built on land donated by Mr. Gerardo Rodriguez.

## The History of Finca Rosa Blanca

**FINCA ROSA BLANCA COFFEE PLANTATION AND INN** was conceived the moment Sylvia X. Jampol first saw the muddy motocross field with its magnificent view for sale. From that day on, she dedicated herself to the vision of creating an extraordinary house, "with no square corners" built with a minimal impact



on the surrounding nature and that would display her fantastically eclectic collection of art and objects, and would inspire others to enjoy her idiosyncratic lifestyle. With the help of her family, friends and Francisco Rojas, an inspired and gifted Costa Rican architect, she embarked on an esthetic journey, which continues with her family today.



The journey began in 1985 when Glenn and Teri Jampol, Sylvia's son and his wife, returned from a vacation in Costa Rica relating an adventure with "a beautiful and peaceful country, which has the nicest people on the planet." Sylvia immediately made the trip to Costa Rica and fell in love with the country and its people and shortly thereafter bought the land where the Inn is today. Construction on the main house began in 1987 as a house for Sylvia and her family to enjoy their collection of art and artifacts, and to induce their friends to come and stay. Inspired by their experiences with enthusiastic friends and family, they decided to create a country inn, from which they could send their guests bird watching, to cloud forests and volcanoes, jungles teeming with monkeys and sloths, and breathtaking beaches, all done with a goal of sustainable development- being kind to the earth, the Costa Ricans and their customs and history. They planted thousands of native trees, fruits, and luxurious tropical flora on the nine acres where the occasional cow would graze in days gone by. Later, the Jampol family began cultivating organic, sustainable and shade grown coffee on 30 acres they bought adjacent to Rosa Blanca, and where Glenn and Teri now live with their dogs, cat and myriad of birds and wildlife.

In January 1993, Sylvia X. Jampol died suddenly. Always involved in the construction and evolution of the Inn, her son Glenn and his family moved back to Costa Rica to manage and maintain Finca Rosa Blanca with the attention and care for which it is famous. They have since added the chemical -free pool, the two villas, four more Master Suites and enlarged and built 3 more junior suites in the main house. The family living quarters for Glenn, Teri and their two children, Olivia and Lily were converted in 2007 to the El Tigre Vestido Restaurant, the Bar Buho and the covered outdoor terraces. What was originally a rustic car- port became the Hotel Reception and Glenn's art studio was converted into the Salon Santa Bárbara. Almost all the cabinets, flooring and ceilings, moldings, carvings, window frames and wood details were designed and made by our family and friends. The wood was milled from logs purchased from the government when they cut trees to build the Braulio Carillo highway to Limon. The toucan and bird-head railing in the Suite was carved by Teri Jampol's brother, Steve Osman, the table in the small conference room was designed and built by Glenn Jampol (whose art can be seen throughout the house).

The art collection continues to grow and local artists have painted new murals. Stables were constructed to house the horses at Rosa Blanca near the lower gate entrance and now house the laundry and maintenance areas, and the gardens and paths were greatly expanded, including a greenhouse for our organic vegetable and herb garden, recycling center, worm beds and chickens. The mostly organic fusion Costa Rican cuisine is constantly evolving, incorporating more of the local fresh fruits, vegetables, and spices.



If you have any questions or ideas, we would love to hear them as we continue our work of art here at Rosa Blanca Country Inn. We hope you enjoy our farm and Inn and we hope to meet you while you are here!

## **Glenn and Teri Jampol**

### **About the Finca Rosa Blanca Coffee Farm**

Located in the mountains above the Central Valley of San Jose, the capital city of Costa Rica and nestled in nine acres of tropical gardens and 40 acres of organic tree-shaded coffee, Finca Rosa Blanca Coffee Farm and Inn offers a luxurious lodging experience in harmony with Costa Rica's nature and coffee culture in a spectacular mountain and tropical garden setting. Finca Rosa Blanca Coffee Farm and Inn is located 4000 feet above sea level on a temperate plateau in an environment that is ideal for producing some of the world's best coffee in the lush volcanic soil. The thousands of native trees produce shade and nitrogen for our organic coffee and have created biological corridors for the birds and animals of the area. The coffee is planted following the natural topography of the farm to avoid erosion and water waste and is protected by living fences planted with native shrubs and trees. We use no agrochemicals, pesticides, herbicides or fungicides on the farm preferring to apply the rich compost from our Vermiculture (worm beds) and from the composting of organic refuse at the Inn and we apply only natural remedies for the fungus and pests which often plague coffee.

We grow our coffee under the shade of tall trees so that you can enjoy a delicious cup of coffee on the terrace of *El Tigre Vestido* Restaurant and listen to the songbirds.

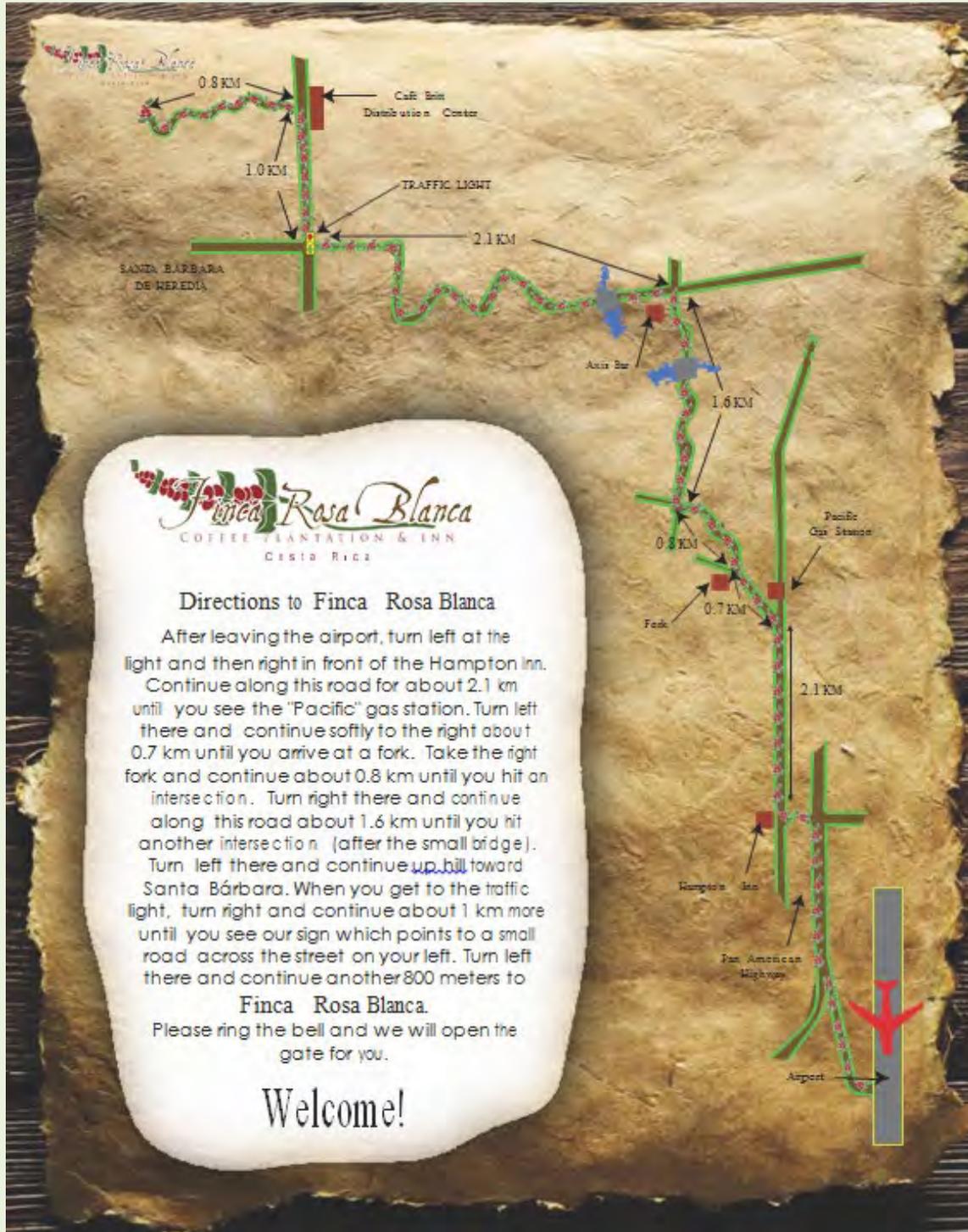
Conventional, "modern" coffee farms are replacing wildlife habitat at an alarming rate, and the population of songbirds across North and South America is in significant decline. "Shade grown" coffee, the traditional method of coffee farming, offers a promising alternative.

- **Taste.** As the coffee beans mature more slowly in the shade, natural sugars increase and enhance the flavor of the coffee.
- **Healthier.** Next to tobacco, coffee is sprayed with more chemicals than any other product consumed by humans. Shade grown coffee is most often organically grown, free of chemical use.

- **Promotes healthy environment.** Shade grown coffee requires little or no chemical fertilizers, pesticides or herbicides. The shade trees filter carbon dioxide which causes global warming, and aid in soil moisture retention which minimizes erosion.
- **Provides bird habitat and greater biodiversity.** Migrating bird populations have been in rapid decline since the introduction of “sun” coffee and the consequent destruction of rainforest for more coffee farms . As many as 150 species of birds have been identified on shade coffee farms.
- **Helps sustain rainforests.** Coffee farms which are chemically dependent suffer from soil depletion and increased erosion. Rainforest is stripped to provide fresh growing ground. Shade coffee farms are, for the most part, organic and sustainable.
- **Reverses the trend to chemicals.** Shade coffee farms traditionally use little or no chemical fertilizer. Our farms are 100% chemical free and organic.



Look For Us on Waze or [Google Maps](#) as “FINCA ROSA BLANCA”, Santa Barbara de Heredia





**MAP of the Grounds at Finca Rosa Blanca**



In 2007, we converted the home of the Osman Jampol family into the Restaurant El Tigre Vestido. We pride ourselves in our Latin Fusion Cuisine including many Costa Rican heritage recipes. We produce most of the vegetables and fruit, coffee and organic eggs which we serve in the restaurant and we work with organic farming cooperatives and local purveyors to supply us with the freshest seasonal products including tropical fruit, vegetables, fish, seafood and chicken.

Breakfast is complementary every morning, including all the Rosa Blanca coffee that you can drink!

**Please let us know if you have any allergies or dietary needs and we will be happy to create delicious dishes taking into account these considerations.**

In our restaurant, we serve:

- Breakfast from 6:30 a.m. to 10:00 a.m.
- Lunch from 11:30 am to 3:00 pm
- Afternoon menu 3:00 pm to 6:00 pm
- Dinner from 6:00 pm to 10:00 pm

**If you want to communicate directly with the restaurant area from your room please dial extension 127, we will be more than happy to assist you with your needs.**

**ENJOY YOUR VISIT!**

