



2025 PRACTICAL INFORMATION

GOCTALODGE.COM



■ General advice



IN ALTITUDE... WITHOUT ALTITUDE PROBLEMS

Gocta Lodge is located at a **moderate altitude, 1,800 m.a.s.l.**, which gives us a very pleasant temperature all year round without being exposed to **soroche** or altitude problems.

Most of our tours take place between **1,500 and 3,000 m.a.s.l.**, so there are usually no problems due to altitude. In Kuelap we hit the highest point, at 3,050 meters above sea level.



TOURS ON TIME

We like to respect **tour schedules**. We also like to respect the **resting** of our guests. In case you have chosen to rest, we do not call the rooms at the departure time of the tours.

If you are not present at the departure time of a scheduled tour, it is considered a **No Show** and does not entitle you to a refund, compensation or rescheduling of the tour.

If you would like for us to give you a call, please request it at the front desk.



INSECTS

At Gocta **mosquitoes are rare** at night. If you occasionally detect their presence, electronic repellents are available at the front desk.

Sometimes during the year there are **biting mosquitoes during the day**, so it is advisable to use repellent (we have repellent for sale at the front desk) or wear pants and long sleeves.

If at night we want to ventilate the room and we open doors or screens, it is advisable to **turn off the lights** inside the room, or we will have moths attracted by the light. They do not bite, but they can be annoying at bedtime.



SAFETY RECOMMENDATIONS FOR TOURS

On tours and excursions it is important to wear appropriate **footwear and clothing**. The weather in the area is very unpredictable; we can leave in the morning with a radiant sun and in one or two hours be in the middle of the rain. Always wear waterproof and warm clothing. Be well prepared before each departure to find out what other items may be useful to you.

We are in the Andes, the **sun radiation** is harsh and we must protect ourselves from it with a **good sunscreen, sunglasses and a hat**. It is also important that we **hydrate** when it is hot or when we lose water due to perspiration during the hikes.



FIRST AID KIT AND MEDICAL SERVICES

The lodge has a **first aid kit**. However, we are not able to provide medications.

In Cocachimba there is a **medical station** that is open from 9 am to 5 pm, Monday to Saturday, next to the Community Association office. There is also a **pharmacy** available.

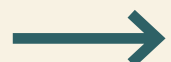
In Pedro Ruíz (23 km) there is a **health center** and in Chachapoyas (45 km) there is a **hospital** with more complete care.



PETS

The presence of pets at Gocta Lodge is restricted. If you wish to bring your pet, please see our pet policy at www.goctalodge.com/politica-de-mascotas/.

In Cocachimba and neighboring villages there are a significant number of stray dogs. Gocta Lodge collaborates with two local NGOs in the **welfare** and sterilization of these dogs and their placement with new families as much as possible. However, they are not always dewormed and vaccinated, so it is recommended **to be cautious with them**.



■ Connectivity and electronic devices



INTERNET AND CELL PHONE SERVICE

Gocta Lodge offers **wifi** connection. This service is **free of charge**. You can request the password at the front desk.

Being in an isolated area between mountains, we use a complex system of repeater antennas between hills to carry the Internet signal to the lodge. The **internet connection** is subject to inclement weather, such as thunderstorms and winds, and other elements that may affect its performance. Our Internet usually operates in a stable and regular manner, but on specific occasions it may be interrupted or slowed down due to factors such as those mentioned above, and it may take a few hours to restore it. In case of lightning or major damage, it can take more than a day.

At Gocta Lodge there is good **cellular service** with Claro and, in a more restricted manner, with Bitel and Movistar.



AUDIO REPRODUCTION AND USE OF HEADPHONES

Gocta Lodge is a place for **rest and relaxation**. We also like to listen to the sounds of nature. For this reason we do not allow the **reproduction of music or audio** in the public areas of the hotel, at any volume.

With the use of **headphones** we can enjoy music or videos without disrupting the rest of the guests.



USE OF DRONES

Due to privacy reasons as well as for interfering with local birds and wildlife, the **use of drones** at Gocta Lodge is **regulated**. If you wish to use a drone in our facilities, you must request authorization from info@goctalodge.com at least 48 hours in advance.

Servicios del lodge



■ Lodge services



RESTAURANTE

The menu of Gocta Lodge is a fusion of food from the Chachapoyan Andes and international cuisine.

Vegetarian and vegan options are available. If you have any questions about the ingredients of a particular dish, please ask our restaurant staff.

Breakfast hours are: 6:45 a.m. to 9:30 a.m.

The restaurant is open until 9:00 p.m.

For early tours, continental breakfast is served from 5:45 am and, from 6:45 am onwards, the buffet breakfast is served.

Our appetizers menu is available for orders from 10:00 am to 9:00 pm.

Wines and liquors pay a cork fee if consumed in the restaurant or the swimming pool. Other beverages are not allowed in the restaurant and pool if they have not been purchased at the hotel.



ROOM SERVICE

Available from 7:00 am to 9:00 pm.

An additional charge of 10% will be applied.



BOARD GAMES

In our cafe bar we have different board games for children and adults.



LIBRARY AND BOOK EXCHANGE

Our library has mainly books about the history and archeology of the Chachapoyas region, as well as its nature and biodiversity.

Next to the library there is a Book Exchange, which allows the exchange of books under the method 'leave one, take one'.



LAUNDRY SERVICE

Laundry service is available. Rates, as well as pick-up and drop-off times are shown on the laundry checklist found in the closet of your room.

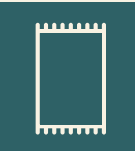


USE OF SWIMMING POOL

Pool hours are from 8 am to 7 pm.

The pool does not have a lifeguard, so the use of the pool is at your own risk.

Next to the pool you will find the rules of use.

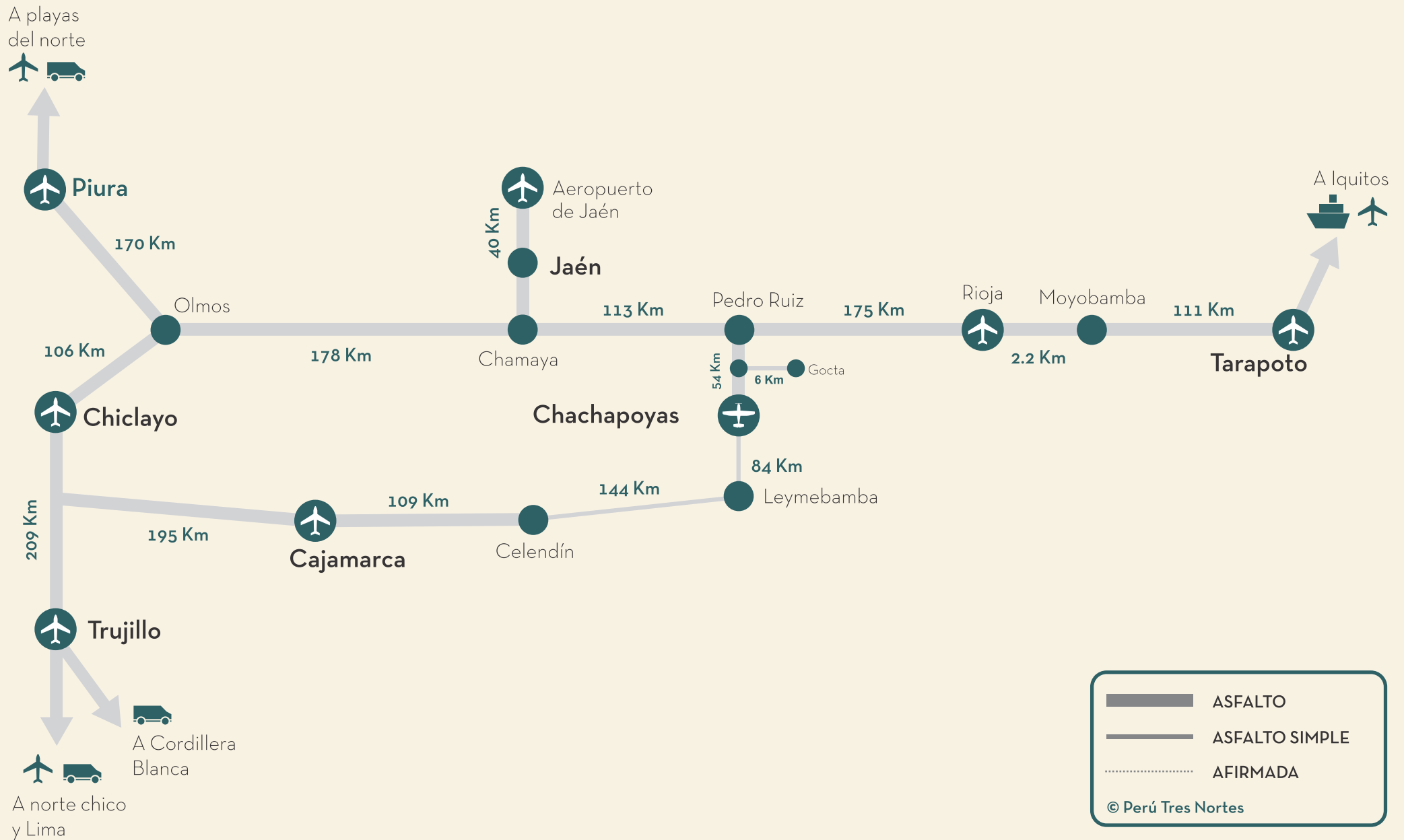


POOL TOWELS

For hygienic reasons, room towels cannot be used in the pool. Pool towels will be provided at the front desk.

Neither room towels nor pool towels may be used outside the hotel (e.g. at the falls).

AIRPORT, ROUTES AND DISTANCES OF NORTHERN CIRCUIT





TRANSPORTATION TO CHACHAPOYAS AND JAÉN AIRPORT

We have modern and comfortable vehicles, equipped with air conditioning, for transfers to Chachapoyas, Jaén or other connections.

Our drivers have extensive experience in the routes of the area.

There are established schedules from/to Jaén airport. It is also possible to hire this service privately. We advise you to make your reservation at least 24 hours in advance. For more information, please ask at reception.

We do not recommend the use of motocars (motorcycle cabs) for road transfers outside the city center.

■ Activities for children



ACTIVITIES FOR CHILDREN AND THE NOT SO YOUNG

Gocta Lodge is a space for contact and discovery of the natural and human environment that surrounds us.

We have some activities designed for children and for all ages, from the production of nectar for the hummingbird feeders, to learning how our organic garden works or accompanying in the daily tasks of caring for the alpacas. We can provide information about schedules at the hotel's reception desk.

Rooms



CHECK IN / CHECK OUT

Check In – 15h
Check Out – 13h

After 1:00 p.m., if the room is still occupied, the Late Check Out rate will be applied. If the room is still occupied at 4pm, the full rate will be applied.

However, Gocta Lodge reserves the right to remove items from the room if the room is to be occupied by other guests.



MINIBAR

The rooms have a minibar with drinks and snacks available for purchase.



SAFETY BOX

Gocta Lodge is not responsible for the disappearance or theft of money, jewelry or valuables in the rooms. The rooms have a safety deposit box with a key. At the front desk we also provide a safekeeping service.



UMBRELLAS

In each room there is an umbrella for exclusive use within the hotel. In case of loss or damage, the replacement cost is S/ 100.



NON SMOKING

All rooms are non-smoking. If smoking is detected in the room, a penalty of S/ 300 will be charged for deodorization and cleaning.

Sustainable use of resources



■ Sustainable use of resources



TOURCERT CERTIFICATION

At Gocta Lodge we are proud to have the seal of the German - certifier TourCert, which proves our good practices of environmental sustainability and social responsibility.



TOWELS AND SHEETS

With a more rational use of towels we save water, detergent and energy. Towels on the floor will be changed, if we hang them on the towel racks they are to be reused

If you would like a change of sheets, please request it at reception.



TOILET PAPER

The lodge has a biodigester system for the treatment of sewage. This system is affected if we throw products other than toilet paper in the toilet. Please throw the minimal amount of toilet paper in the toilet.



DRINKING WATER

We purify our tap water using a four-stage reverse osmosis filter. This is the water we use for cooking, for making ice, juices and drinks and it is the water in the water dispensers (natural or fruity) in the restaurant.

We have reusable water bottles for sale at the reception desk that can be refilled from our water dispensers.



SINGLE USE AND OTHER DISPOSABLE PLASTICS

We have minimized single-use plastics:

-In the bathrooms we have replaced the plastic shampoo and soap bottles with refillable dispensers.

- We have replaced the use of styrofoam containers with biodegradable or reusable materials.

When returning from the tours, we would appreciate your cooperation in handing in the remains of the box lunch, for the separation and proper recycling of each material. This way we do not saturate the tourist sites or stopping points along the route with garbage.



COLLECTING PLANTS AND ANIMALS

In the Gocta we can enjoy the biodiversity of the tropical Andes.

Our best thanks to nature is not to disturb the wildlife or collect flowers or plants.



WE CONSUME LOCAL AND ORGANIC PRODUCTS

We have an organic garden with natural fertilizer. We supply our restaurant with many of these products: lettuce, basil, green onions, parsley, cilantro...

Social responsibility →

Social responsibility



WE PRIORITIZE HIRING LOCAL PERSONNEL AND THEIR JOB TRAINING

Nearly 90% of those who work at Gocta Lodge are from the district of Valera or neighboring provinces. This represents an opportunity for quality employment in a region where traditionally there have been no job offers.



WE PROMOTE FAIR TRADE

We promote fair trade, with the exhibit and sale of handicrafts from local and regional people. You can purchase the products at reception or, on special dates, at the weaving fairs that we hold in our gardens.



[GOCTALODGE.COM](https://www.goctalodge.com)



If you do not want to take it with you,
deposit it in the reception baskets for reuse.