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Thesis Submitted to Obtain the

Licenciate in English with Concentration in Translation

*Analysis of the Effect of Procedures and Methods Used to Translate Various Documents from
Spanish into English and from English into Spanish for Apartotel Don Francisco*

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Abstract

The present research has the intention of analyze the effect of different translations procedures when translating different types of texts. In order to complete this analysis, a research must be done taking into account different authors and theories in order to have a solid base to base the analysis in. This analysis has the purpose of prove the importance of the usage of the translation procedures when translating any type of text in order to obtain a natural and faithful target text. These translation procedures to be taken into account are: transposition, modulation, reduction and expansion, explicitation, literal translation, false cognates, compensation, equivalence, adaptation, borrowing, calque, sentence inversion, Greek and Latin words, and punctuation changes.

Chapter I

Introductory Framework

The present chapter comprises five different aspects: background of the study, research question of the investigation paper, purpose and significance of the study, general and specific objectives, and a delimitation of the study.

1.1 Background of the study

Language is the most powerful characteristic of men. This is what defines mankind and separates it from animals. Each society has established its language based on the location. The wonder of languages is the fact that there are uncountable different languages and dialects, each one with its own grammatical rules and pronunciation, which makes them different from each other. Translation is a science that has been present since the first written text known and that was translated in different languages; such text is still very popular and its name is “The Bible.” According to Brassington (2015), the Bible is the book with the most translations ever registered, with a number of 2530 target languages.

A story in the book of Genesis (Genesis 11:1-9), in the Old Testament of the Bible, called Tower of Babel narrates the origin of languages. This story stated that humanity began with one universal language. When people moved to the East, they began to build a tower to reach the sky to be known by the whole world. This act infuriated God who came down to Earth and punished the inhabitants of that eastern city changing their languages, so they cannot overpower His importance again. According to this theory, that is the reason why there are

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different languages alike, for example Romance languages like French and Portuguese or Germanic languages like German and English.

Due to the different languages, translation began to be practiced and applied. After years of using translation, careers and studies began to be developed in order to know more about this specific science. Based on this, the researcher has to develop different translation stages and subdivisions; as the main subject in this research is the translation stage, which includes pre-reading and post-reading processes as well as the translation process itself. Translation has some characteristics to be known, one of those is that it is recommendable that translation is performed by someone native or extremely proficient in the target language, in order to produce a natural and fluent translated text.

There are two classifiable types of translations: human and machine translations. Human translation is the one made by a person who understands or knows both source and target languages. Nevertheless, one of the most common misconceptions about translation is that anyone who knows two languages can become a translator. This affirmation is wrong mainly because to properly translate, the person shall know about the language's culture, history, and usage. For that same reason, it is preferable that translators translate into their mother tongues. Due to that misconception, large quantities of public translations are wrong or unacceptable to the target audience.

Translation is an emerging field of study; the number of courses, grades, and post-grades about translation increases through time due to the rise of demand in the globalized market worldwide. Due to that, there are professionals in the translation field that can assure a quality translation.

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On the other hand, machine translation is the one done by machines, applications, or any software. As it was stated in an article by FXM Traduction (n.d.), the main task that can be assigned to a machine is “To analyze the structure of each term or phrase within the text to be translated (source text). It then breaks this structure down into elements that can be easily translated, and recomposes a term of the same structure in the target language.” If the source text has idioms or phrases that must be translated according to the surrounding culture, the machine translation cannot achieve the translation of these.

Both human and machine translation have their advantages and disadvantages, but both must be edited when finished. That editing may be assured if the translation is done by a professional, but if it is done by a machine, the accuracy of the text may not be the expected one, since according to Blum-Kulka (1981), the translating task is “Not just translating, paraphrasing or adapting, but also editing and consulting” (p. 186). Nowadays, translation is a known science; nonetheless, the processes involved within are not known. This is the reason why the studies regarding this science are emerging.

In this investigation, the researcher will translate texts for Apartotel Don Francisco; this is a business previously owned by an American gentleman, thus all documentation is presented in English. This business changed its owner on September, 2015, and the new owner is a lady from Venezuela, and she needs all the documentation in Spanish and additionally needs to extend the English documentation regarding Costa Rica to present them to the international guests increasing business opportunities and travel and leisure activities. This investigation will be developed because currently the investigations related to the translation field are limited and future students can guide themselves and their investigations using the material provided in here.

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1.2. Research Question

In a research project, it is needed to have a direct question in which the researcher focuses the research on because if not it can end up being wide and not concluding. Due to the translations and investigation made, there are different methods to translate the text, but not all methods offer the same result when the translator is based on only one method when translating. Hence the following question arises: Which is the effect of translation procedures and methods in various types of documents from Spanish into English and from English into Spanish for Apartotel Don Francisco?

1.3 Purpose and Significance of the Study

This investigation has been made to prove the result of different translation techniques applied to different types of texts. As it will be reviewed in the following pages, translation offers different methods in order to provide the most natural, yet loyal target text and to the target culture. As it is known, Costa Rica is a country with a high volume of tourist incomes and activities, and in order to present to the incoming tourists the most updated information, translation is an emerging field in this country. This is the reason why large and important companies located in this country have their own internal translation departments, as for example: Abbot Medical, Amazon, among others.

This investigation will beneficiate the management at Apartotel Don Francisco, as it will provide to their guests the most up-to-date and relevant texts. This investigation will also beneficiate the future students at Universidad Internacional de las Américas as it will provide relevant sources and information in order to create future investigations.

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The practical application of this research will consist of investigating, applying, and analyzing the different translations techniques available in order to evaluate which is the one that can grant the most natural and loyal target text. Also, this investigation will provide condensed sources with relevant information about the topic of translation for future students and researchers.

Another practical application of this research lays on the analysis of the source and target texts. The analysis must be done in order to understand the nature of the text, its intention, the public to which the text is intended, among other characteristics. Basing on these characteristics, the translation procedures can vary depending on the needs of the text and if the translator uses a wrong procedure to translate the source text, it can affect the meaning of the text and the target audience may not understand as well as they should due to a wrong translation.

1.4 Objectives of the Investigation

Researches must have objectives in order to focus the intention of the author to punctual information, if not the information will be vague and wide and the readership of the project may get lost in the reading at one point. That is the reason why the researcher has chosen one general objective for the research to be focused and four specific objectives that will be resolved at the end of the research.

1.4.1 General objectives

To analyze the effect of procedures and methods used to translate various documents from Spanish into English and from English into Spanish for Apartotel Don Francisco.

1.4.2 Specific objectives

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- To translate various documents from Spanish into English and from English into Spanish for Apartotel Don Francisco.
- To apply various translation techniques to the documents in order to achieve communicative texts.
- To evaluate the effect of the translation techniques applied on the translated documents.
- To create a glossary with the most relevant terminology found in both texts.

1.5 Limitations of the Study

Due to the fact that translation studies are limited, there can be some difficulties when developing this research, as for instance the lack of information. The information found can be wide and not all sources are reliable because there are a limited number of authors about the topic. For example, as this is an emerging field, there are diverse major forums which are based on questions and answers, but the answers are based on personal knowledge and usually no bibliographic references are provided for the data given.

Also, another obstacle is the amount of sources in the matter, since very few authors talk about this field, so it is not as easy to find information to support the research. Timing also will be a flaw regarding the amount of research and reading that must be made to complete this paper accurately, 4 months may not be enough. Furthermore, the time taken to translate the texts is part of the timing flaw because the researcher must carefully translate documents in order to provide a natural and loyal target text.

Another aspect is the format in which this research paper is being done. Machines and technology help and facilitate the creation and developing of projects whenever the person is located, but there is always a risk for a machine to fail or erase information; another obstacle

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may be the failure of the hard disk where the paper is saved causing the loss of all information done and consulted.

On other hand, the physical format of the presentation of the research will be a flaw because it is needed to print different versions, information, and theory. Because the researcher is a student, there are monetary limitations that will be an impediment in diverse occasions. Also, this study is subject to review and approbation from the head master, tutors, and philologist. If a person related to this study delays, it can affect all the other persons and this might not be something that the student can foresee.

Chapter II

Theoretical Framework

To understand this research project, it is needed to define the essential concepts about translation. In the present chapter, there will be defined and explained with examples the following concepts: text analysis and styles, scales to define different aspects of the source text, function of the source text, types of translation in which the translator shall base her translation, the translation techniques in which the translator can be based on, and how to create glossaries and how to use them.

2.1 Text Analysis

The text analysis must be used before translating any text. The translator shall know the source text, its content, its structure, and analyze different aspects about the source text in order to provide a proper translation without changing the author's original intention and ideas. According to Newmark (1988), to perform a proper analysis of a text, the translator shall make a general and a close reading. The general reading is "to get the gist;" Newmark states that in this part of the process, the translator may have to make an investigation by reading "encyclopedias, textbooks, or specialist papers" in order to understand the subject and the concepts in order to transmit them as accurate as possible. On the other hand, the close reading shall be performed in any challenging text in order to search for specific words or meanings, "it's the search of words both out of and in context" (Newmark, 1988).

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2.1.1 Text styles

Regarding this topic, according to Nida (as cited by Newmark, 1988, p. 13), there are four types of literary or non-literary texts:

- Narrative: events with chronological or non-chronological order, the verbs are emphasized in this style.
- Description: non dynamical texts. In these, linking verbs, adjectives, and adjectival nouns are the main priority.
- Discussion: it consists in “a treatment of ideas;” its emphasis is “on abstract nouns (concepts), verbs of thought, mental activity, logical argument and connectives.”
- Dialogue: this type of text is emphasized on colloquialisms and phaticisms.

2.1.2 Stylistic scales

2.1.2.1 *Scale of formality.*

Newmark (1988, p. 14) suggests eight different scales of formality which are: officialese, official, formal, neutral, informal, colloquial, slang, and taboo.

2.1.2.2 *Scale of generality or difficulty.*

This scale is suggested by Newmark (1988, p. 14). It consists of six different classifications: simple, popular, neutral (using basic vocabulary only), educated, technical, and opaquely technical (comprehensible only to an expert).

2.1.2.3 *Scale of emotional tone.*

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Newmark (1988, p. 14-15) states that there are four options relating to the emotional tone which are: intense (profuse use of intensifiers), warm, factual (“cool”), and understatement (“cold”).

2.1.3 Text function

Newmark (1988, p. 39) mentions that there are six main purposes of using a language, but for the intention of this research paper, only three are going to be explained. It is important to have in mind that there are few texts with only one single text function; the three text functions will always be present as 2/3 or 3/3, as Newmark (1988) clarifies:

Most informative texts will either have a vocative thread running through them (it is essential that the translator pick this up), or the vocative function is restricted to a separate section of recommendation, opinion, or value-judgment; a text can hardly be purely informative. An expressive text will usually carry information; the degree of its vocative component will vary and is a matter of argument among critics and translators, depending partly, at least, on its proportion of 'universal' and 'cultural' components (Newmark, 1988, p. 42).

2.1.3.1 Informative.

Newmark (1988) stated that “Typical informative texts are concerned with any topic of knowledge, but texts about literary subjects, as they often express value-judgments, are apt to lean towards 'expressiveness.' The format of an informative text is often standard: a textbook, a technical report, an article in a newspaper or a periodical, a scientific paper, a thesis, minutes or agenda of a meeting.” He also stated that these texts can be divided into four scales of language variety:

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First of all, “A formal, non-emotive, technical style for academic papers, characterized in English by passives, present and perfect tenses, literal language, Latinized vocabulary, jargon, multi-noun compounds with 'empty verbs, no metaphors” (Newmark, 1988, p. 40).

Secondly, “A neutral or informal style with defined technical terms for textbooks characterized by first person plurals, present tenses, dynamic active verbs, and basic conceptual metaphors” (Newmark, 1988, p. 40-41).

Thirdly, “An informal warm style for popular science or art books (e.g., coffee-table books) characterized by simple grammatical structures, a wide range of vocabulary to accommodate definitions and numerous illustrations, and stock metaphors and a simple vocabulary” (Newmark, 1988, p. 41). Lastly, “A familiar, racy, non-technical style for popular journalism, characterized by surprising metaphors, short sentences, Americanize, unconventional punctuation, adjectives before proper names and colloquialisms” (Newmark, 1988, p.41).

The reader must note that Newmark states “a high proportion of such texts [informative] are poorly written and sometimes inaccurate, and it is usually the translator's job to 'correct' their facts and their style.”

2.1.3.2 Expressive.

Newmark (1988, p. 39) states that “The core of the expressive function is the mind of the speaker, the writer, the originator of the utterance.” The expressive function is divided in three different types of text for the translation filed:

2.1.3.2.1 Serious, imaginative literature: “Of the four principal types -lyrical poetry, short stories, novels, plays - lyrical poetry is the most intimate expression, while plays are more

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evidently addressed to a large audience, which, in the translation, is entitled to some assistance with cultural expressions.”

2.1.3.2.2 Authoritative statements: it consists in texts of any nature that derive their authority from the high status or the reliability and linguistic competence of their authors. Such texts have the personal 'stamp' of their authors, although they are denotative, not connotative. Typical authoritative statements are political speeches, documents etc., by ministers or party leaders; statutes and legal documents; scientific, philosophical and 'academic' works written by acknowledged authorities.

2.1.3.2.3 Autobiography, essays, personal correspondence. These are expressive when they are personal effusions, when the readers are a remote background.

It is important to take into account that Newmark remarks the following about the expressive texts: “the personal components constitute the 'expressive' element (they are only a part) of an expressive text, and you should not normalize them in a translation”

2.1.3.3 *Vocative.*

Newmark (1988, p. 41) states that “The core of the vocative function of language is the readership, the addressee. I use the term Vocative in the sense of 'calling upon' the readership to act, think or feel, in fact to 'react' in the way intended by the text.” Newmark enumerates two factors that will distinguish the vocative texts from the others.

2.1.3.3.1. The first factor in all vocative texts is the relationship between the writer and the readership, which is realized in various types of socially or personally determined grammatical relations or forms of address (...) and other variant forms; infinitives, imperatives, subjunctives, indicatives, impersonal, passives; first and/or family names, titles,

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hypocoristic names; tags, all play their part in determining asymmetrical or symmetrical relationships, relationships of power or equality, command, request or persuasion.

2.1.3.3.2. “The second factor is that these texts must be written in a language that is immediately comprehensible to the readership. Thus for translation, the linguistic and cultural level of the SL text has to be reviewed before it is given a pragmatic impact.”

2.1.4 Type of translation.

Newmark (1988) states a difference between the translation methods and the translation techniques “[w]hile translation methods relate to whole texts, translation procedures [techniques] are used for sentences and the smaller units of language” (p.81). He goes on to refer to the following methods of translation.

2.1.4.1 *Semantic translation.*

This translation method takes more into account the artistic value of the SL text. The semantic translation is divided into three types which are:

- Class equivalence: indicates that two concepts are equivalent
- Property equivalence: it is indicated that two belongings are equivalent
- Instance equivalence: two individual instances of objects are equivalent.

This type of translation is characterized by the usage of semantics (the study of meaning) associating meaning with individual data elements in one dictionary to create an equivalent meaning in a second system. A benefit is that if the translator knows the cultural meaning of the words in the SL the TL translation will be excellent and understandable. A disadvantage can be it may lose ideas from the original text because they are not used or do not occur in the TL environment.

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2.1.4.2 *Communicative translation.*

This translation method attempts to provide the exact contextual meaning of the original with the intention of both, content and language, it is acceptable and comprehensible to the readership. The benefit is that the readers of the TL will understand as much as the readers of the SL. The disadvantage is that the original text may be changed to the correct adaptation to the TL and if the translator is not familiar with the text, culture, and topic, can change completely the TL text.

2.2 Translation techniques

As it was stated before, the translation techniques deal with smaller units of the text. According to Molina & Hurtado (2002), the translation technique is an “Instrument of textual analysis that, in combination with other instruments, allows us to study how translation equivalence works in relation to the original text.”

2.2.1 Transposition.

Newmark (1988) named this technique as “shift or transposition.” He stated that this translation technique involves a change in the grammar from SL to TL. He divided these changes in four main types which are the following

2.2.1.1 Change from singular to plural or in the position of the adjective. For the last one there is no choice for the translator because the change is done automatically.

2.2.1.2 When the SL grammatical structure does not exist in the TL; for this, the translator can use neutral adjectives as a subject. The gerund can be translated by verb-noun or a subordinate clause.

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2.2.1.3 “Where literal translation is grammatically possible but may not accord with natural usage in the TL.” For this case, Newmark recommends the change from SL verb to TL adverb.

On the other hand, Brinton (1981) clarifies that since two languages do not have the same grammatical structure, the translator shall not apply literal translation. “It is necessary to normalize the language of the translation: change word order, parts of speech, and constructions” (p.168). Lopez Guix (1997) also has a definition of transposition. According to him, it is a modification of a part of the sentence’s grammar category without changing the general meaning.

Lastly, Vázquez-Ayora (1977) stated that it is relatively easy to apply the transposition, and it is important because it is considered the soul of the translation. The author says that the purpose of the transposition is to achieve naturalness of expression in all levels. He also remarks that the transformations must not change the content because they are different ways of telling the same. Vázquez-Ayora also divided the transposition in ten different types according to what is changed in the texts (p.271-279). As an example of this procedure, we can take one provided by Newmark: La casa blanca, which is translated as the white house.

2.2.2 Modulation.

Regarding this second translation technique, according to Newmark (1988), modulation is “A translation procedure converting SL double negative to TL positive or vice versa, qualifying a verb, adjective or adverb. The procedure is available as an option for any clause, though 'in principle' (i.e. out of context) it produces either a stronger or a weaker TL equivalent.” He explains different modulation procedures basing on Vinay and Darbelnet’s

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book. Modulation has nine (9) different types: double negative for positive, part for the whole, abstract for concrete, cause for effect, one part for another, reversal of terms, active for passive, intervals and limits, and change of symbols.

Brinton (1981) defines modulation as when “An idea is expressed by a change of conceptual basis, image or metaphor in the other language.” On the other hand, modulation is defined by Hardin and Picot (1990) as "A change in point of view that allows us to express the same phenomenon in a different way." An example for this technique was taken from Brinton's examples: It can't quite do the job for itself can be translated as: no es completamente adecuada en sí.

2.2.3 Reduction and expansion.

Newmark (1988) named these techniques as “reduction and expansion;” he said that these techniques are imprecise and the translator practices them intuitively, but there are some swifts that the translator can apply mostly in texts poorly written. An example of this technique is based on the information provided by Newmark (1988): - Ciencia lingüística is translated as “linguistics” (for reduction)

On the other hand, López Guix (1997) named these two techniques as “expansion and reduction.” Expansion is done for structural reasons; one example is with the suffix -ly which is transformed into adverbial locutions. Other example for this are the prepositions which differs from English to Spanish because in English they carry an enormous amount of semantic meaning, while in Spanish they tend to be functional elements. Reduction is less frequent according to him from English into Spanish, though the Spanish version is more concise than the original in structure as in stylistic.

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2.2.4 Explication.

Regarding explication, according to Malblanc (1968), it is a short type of periphrasis which clarifies an allusion or a word twist which does not have translation in a determine text. On the other hand, Vázquez-Ayora (1977) says that it is when in the TL some part of the implicit context is expressed to help the translator to explain some part of the text. Deslie (1999) specifies that explication incorporates the most specific details to clarify the source language message into the target language. Lastly, according to Molina & Hurtado (2002), explication is “To introduce information from the ST that is implicit from the context or the situation.” An example of this technique is: “The Secretary of State testified against the provision that automatically excludes all OPED members;” which translates as “En las audiencias previas el Secretario de Estado argumentó n contra de la disposición que excluye ipso facto a los miembros de la OPED (p. 350).”

2.2.5 Literal Translation.

Newmark (1988) explains literal translation as following: “The SL grammatical constructions are converted to their nearest TL equivalents, but the lexical words are again translated singly, out of context.” On the other hand, Vázquez-Ayora (1977) stated that literal translation is the main source of mistakes when translating but he agrees that there are few cases where this technique can be used properly.

López Guix and Wilkinson (1997) stated that literal translation consists in a word for word transition from one language into another but taking into account the linguistic and grammatical structures of the target language. In addition, Deslie (1999) stated that "Literal

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translation ranges from one word to one word, through group to group, collocation to collocation, clause to clause, to sentence to sentence" (2013, pp. 7).

This technique is the easiest of all, but it only can work if both languages have the same equivalent words or phrases which is quite rare because mostly all languages have differences in lexicon and the grammatical or linguistic style and order (Vachon-Spilka, 1968).

2.2.6 False cognates

Regarding false cognates, Frunza (2008) stated that "Cognates are words in different languages that have similar spelling and meaning. They can help second-language learners with vocabulary expansion and reading comprehension. Special attention needs to be paid to pairs of words that appear similar but are in fact false friends: they have different meanings in all contexts."

Galer (2008) states that "Though the English word 'actual' is spelled the same as 'actual' in Spanish, the two words mean very different things, for example in Spanish it means 'today, at present.' These false friends share the same etymology, but their historical development diverged, and today they are not synonymous." An example of this technique is as following: Actual which is defined in Spanish as: real, efectivo (and not "actual", which is translated as current)

2.2.7 Compensation.

Vinay & Darbelnet (1958) have stated that compensation consists in "an item of information or a stylistic effect from the ST that cannot be reproduced in the same place in the TT is introduced elsewhere in the TT." On the other hand, Molina & Hurtado (2002) stated

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that compensation consists in introducing “A ST element of information or stylistic effect in another place in the TT because it cannot be reflected in the same place as in the ST.”

Finally, Fawcett (1993) describes compensation as "... making good in one part of the text something that could not be translated in another."

2.2.8 Equivalence.

This concept is also known as “reformulation.” It consists in expressing something in a completely different way; examples of this are the idioms or titles of movies and books.

Vinay & Darbelnet (1958) stated that it consists in translating “the same situation using a completely different phrase.”

2.2.9 Adaptation.

Vinay & Darbelnet (1958) claimed that adaptation consists in a change in cultural environment. Molina & Hurtado (2002) define adaptation as a technique “To replace a ST cultural element with one from the target culture.” In addition, Margot (1979) presents three criteria used to justify cultural adaptation. He refers to them as the essential differences.

Items that are unknown by the target culture: Margot (1979) suggests adding a classifier next to the word. Taber y Nida (1974) list five factors that have to be taken into account when it is used: The symbolic and theological importance of the item in question, its frequency of use in the Bible, its semantic relationship with other words, similarities of function and form between the two items, the reader’s emotional response, and the historical framework. Here Margot proposes a linguistic rather than a cultural translation, on the grounds that historical events cannot be modified.

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Regarding adaptation to the specific situation of the target audience, Margot (1979) maintains that the translator's task is to translate and that it is up to preachers, commentators and Bible study groups to adapt the biblical text to the specific situation of the target audience. He includes footnotes as an aid to cultural adaptation.

2.2.10 Borrowing.

Borrowing consists in the usage of words directly from one language into another without translation. Borrowed words are often printed in italics when they are considered to be "foreign." The borrowing can occur in three different scenarios, according to Vinay & Darbelnet (1958), some of them are the following:

- "The target language has no (generally used) equivalent."
- "The source language word sounds 'better' (more specific, fashionable, exotic or just accepted), even though it can be translated."
- "To retain some "feel" of the source language."

Molina & Hurtado (2002) stated that borrowing consists in taking "A word or expression straight from another language." They divided the borrowing in two different types: pure (without any change) and naturalized (to fit the spelling rules in the TL). They stated that "pure borrowing corresponds to SCFA's borrowing [Vinay & Darbelnet]. Naturalized borrowing corresponds to Newmark's naturalization technique."

2.2.11 Calque.

Bosco (2013) claimed that "A calque or loan translation ... is a phrase borrowed from another language and translated literally word-for-word. You often see them in specialized or

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internationalized fields such as quality.” Additionally, Vinay & Darbelnet (1958) stated that it consists in a “foreign word or phrase translated and incorporated into another language.

On the other hand, Molina and Hurtado (2002) stated that it consists in a literal translation of a foreign word or phrase.

2.2.12 Sentence inversion.

Vinay & Darbelnet (1958) defined that the inversion consists in moving a word or a phrase to another place in a sentence or a paragraph so that it reads naturally in the target language.

2.2.13 Greek and Latin words.

Nowadays the term “derivation” is used to refer the creation of combinations in a language. For instance, new nouns made with the ending –ness. Most English languages have their roots in other languages. The etymology of a word means the origins of that word. The English language, which began as Anglo Saxon, derived most of its words from the Latin and Greek languages (Columbia Encyclopedia, 2004, pp. 2)

As the English language is based on different languages, in some cases, the original words in Latin and Greek are maintained in the common usage. Knowing and being familiarized with the root of most of the words will help the translator to better understand the meaning of them.

Newmark (1988) stated that neologisms are words derived from the ancient Greek, and Latin morphemes that sometimes are naturalized to make them fit the language. This

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translation procedure is a type of borrowing in which the grammatical unit is taken from the original text, but the elements are translated literally.

2.2.14 Punctuation changes.

As Spanish and English are two languages completely independent from each other, each language has its own rules of punctuation. The ones with the most importance because of the difference are going to be explained now:

The comma: in Spanish, the serial comma (or Oxford comma) is never used. In American English many (but not all) writers use the serial comma. Regarding numbers, in English a comma becomes a period and a period becomes a comma. Their usage is reversed in Spanish.

Quotation Marks: in Spanish the punctuation mark goes outside the quotation marks. In American English it generally goes inside the quotation marks. It should be noted that British English is similar to Spanish regarding the location of the punctuation mark.

Capitalization: in English, the days and months are capitalized, in Spanish they are not. Regarding religions, "Islam" is often capitalized in Spanish, but "Christian" and "Buddhism" are not. The nationalities are capitalized in English, in Spanish they are not, as well as languages. The first pronoun of the singular form "I" is capitalized in English, in Spanish "yo" is not capitalized. Personal titles are capitalized in English but in Spanish they are not. Titles of books are capitalized in each content word in English, in Spanish only the first letter shall be capitalized.

Numeration: In Spanish the Roman number are used, in English they are not.

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Question marks and exclamation points: In punctuation, both marks can be found in front of the sentence and after the last word. Another major difference in Spanish punctuation is the placement of an additional question mark or exclamation point. In both instances, the first mark is always upside-down to indicate a question or interjection.

2.3 Glossaries.

Deem (2009) defined the glossary as: “A glossary is a file that contains terms, their definitions, their translations, and enables the consistent use of those terms throughout all company materials. A multilingual glossary is critical to the successful translation of your materials.” The author adds that it is also important to include the pronunciation of the word into a category of the glossary.

2.3.1 Relevance for the Translator

Acclaro (2010, pp. 3) states that "A glossary (from the Greek glossa, meaning obsolete or foreign word) ensures a consistent style and voice, an accurate rendering of the original text and a level of translation quality that is even throughout." In addition, this same author states that the glossary provides essential elements for the translator; also, it has to be said that with a glossary, the translator spends less time in the close reading of a text. Glossaries, for translation purposes, explain the most specific vocabulary of the respective field or subject matter as well as definition, pronunciation, and context of the translation.

2.3.2 Relevance for the Translation Process

The glossaries provide assistance to the translator as a guide of the complex and unique terminology of a specific field. The translation of each word might change according to the

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context. Besides the terminology facilitates the translation process when the translation needs to look up for phrases or terms faster. Also, this glossary can be specially created by the translator during the stage of general reading in order to have all necessary information accessible.

2.3.3 How to create a glossary?

Hoang (2011, pp. 2) suggests the following pieces of advice for creating an Excel-glossary: "Easy to look up terms, phrases; easy to manage (add, edit, delete...) a huge volume of terms in various fields just in one Excel workbook; relatively small file size; possible to be imported as TMs for CAT Tools."

Rennert (2007, pp. 2) stated that "Glossaries can also serve as the foundation for translation memory databases. The use of translation memory software can lead to improve linguistic consistency and lower translation costs. Creating glossaries requires a little effort, but it can make a big difference in the quality and consistency of the finished translation. If you update glossaries on an incremental basis, maintaining them will seem painless."

Additionally, Gapper (2009) provided instructions to create a glossary: firstly the translator collects the information and stores it in a systematic way, and then he/she can proceed to convert it into a glossary. The translator must define the content and the format of the glossary; both the macrostructure (aspects related to the general structure of the glossary) and the microstructure (aspects related to the organization of each entry).

For the macrostructure the translator decides if it will have a preface, instructions to the user, a part of abbreviation or appendices according to the importance of those elements.

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Also, the division of the glossary is important; if it will be Spanish-English/English-Spanish or divided into topics.

On the other hand, for the microstructure, Gapper (2009) said that the translator needs to design the structure of each entry or article as the term itself or the collection of a group of information. Gapper also recommends to research for another glossaries before starting to design it.

Gapper (2009) gives a series of guidelines for the preparation of glossaries which are: Determine the nature of the glossary: To define to whom the glossary is for, how it is expected to be used, where and in what circumstances it will be used. Define the content of the glossary: First define which terms will be used, also options such as words, phrases, names, abbreviations, acronyms, short forms, among others. Second, define the information that can be included in the glossary on each term.

Third, define information provided in the glossary of terms, field, use or restrictions, chronological indication, and sociological, gender, singular or plural, transitive and intransitive, spelling options, use, Anglicism, illustrations or photographs, scientific and commercial names. Define the format: Finally, determine how to put in order the terms, define the order of the aspects on each article and specify the type of letter, size, typography, use of capital letter and small letter, paragraph of instructions, use of brackets, type of alphabetization, if the type is simple (word) or complex (terms) and others. Gapper (2009) also states that glossaries should only include relevant terms and not all the common aspects that can be found in dictionaries.

Chapter III

Methodological Framework

In the present chapter, a study of the methodological framework will be held. This present chapter consists in four main points: research method and scope, selection and description of population and sample, implemented strategies, and data collection instruments. Barrantes (1999) claims that the methodological framework is the main subject for any investigation, because it provides the theoretical support and explanation of the relationship between the problem and the variables (p. 125).

3.1 Research Method and Scope

Barrantes (1999) explains that the word “method” comes from the Greek word “meta,” which means “throughout” and “odos,” which means “way.” In other words, it is a way of organizing an activity towards a purpose. Also, it can be understood as a way in which a certain result can be obtained, but this way cannot be deliberately and reflexively fixed in advanced. He also points out that the method is not a technical assembly and clarifies that the method consists of many techniques, even though the assembly of those ones does not necessary form a technique.

3.1.3 Qualitative Approach

Barrantes (1999) claims that the qualitative research aims to reach the knowledge “from inside” through the comprehension of intentions and the use of empathy, which according to the Merriam-Webster dictionary (2016) is “The action of understanding, being aware of, being sensitive to, and vicariously experiencing the feelings, thoughts, and experience of

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another of either the past or present without having the feelings, thoughts, and experience fully communicated in an objectively explicit manner.”

This approach aims to find or discover theories. It emphasizes the depth and their analyses are not necessarily translated into mathematical terms. To carry out a research using the qualitative approach, the researcher must follow four stages which are: the reflexive stage, the work field stage, the analytical stage, and the informative stage.

The reflexive state consist in reading the data, realizing the topics and understanding the information in order to communicate it properly in the project. The work field stage consists in applying the information discovered on the reflexive stage. The analytical stage is composed on the analysis of the results gathered from the work field stage, in this stage numbers and percentages must be provided. And lastly, the informative stage consists in delivering the results and resolutions.

3.1.4 Quantitative Approach

Barrantes (1999) also states that the quantitative research aims to reach the knowledge “from outside” through measurement and calculation. This approach has a global positive conception, hypothetical-deductive, objective, particularistic, and aimed to the results. This will be developed towards the work of verifying and test the theories by sample studies. To do a research following the quantitative approach, the researcher must follow seven different stages which are: definition of the problem and its importance, objectives and hypothesis, making the theoretical framework, recollecting the information, analyzing the information, and extracting conclusions and recommendations. To conclude, Barrantes (1999) says that the

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qualitative research is more inductive than deductive, while the quantitative research is the opposite (p.68).

3.1.5 Mixed Research

It consists in a joined of both, the quantitative and the qualitative approaches. For this research, the investigator will use this mixed approach joining the eleven stages of both approaches by relating them to the objectives and hypothesis of this work. For the first objective which is “To analyze the effect of procedures and methods used to translate various documents from Spanish into English and from English into Spanish,” the researcher will use the qualitative approach to evaluate the quality of the translations. For the second one: “To translate various documents from Spanish into English and from English into Spanish,” a quantitative approach will be used to measure the quality of the translation. The next one: “To apply various translation techniques to the documents in order to achieve communicative texts,” will follow a qualitative approach in order to analyze which is the most suitable method that any translator can apply to remain true to the main purpose of the translation.

In the case of the fourth objective: “To evaluate the effect of the translations techniques applied on the translated documents” the quantitative approach will be used to count the number of times a given procedure appears in the target texts. And the last one, “To create a glossary with the most relevant terminology found in both texts,” will be applied both, the quantitative and the qualitative approaches; the first one, to count the number of elements that will be presented in each glossary; and the second one, to evaluate the accuracy of the definition and information provided for each word.

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3.2 Selection and Description of Population and Sample

According to Merriam-Webster dictionary (2016), population is “A group of individuals, objects, or items from which samples are taken for statistical measurement” and “A body of persons or individuals having a quality or characteristic in common;” in other words, and for this case, a group of items with a characteristic in common. For the present investigation, the population can be said are the translations carried out by the researcher because they share the same topic and were done for the same purpose. Also, for this investigation, the population is limited.

3.2.1 Description of the institution.

The institution that provided the texts to be translated is named Apartotel Don Francisco. It is located in Guachipelin, Escazu, Costa Rica. It was built in the year 1990 and donated by the United States of America. Its first purpose was to home abandoned children, so it was owned by PANI (Child Welfare Agency Costa Rica, PANI as per its initials in Spanish). In the year 2008, an American man purchased it and made it a Call Center. A year later (2009), he reformed it and made it the currently known apartotel.

This apartotel receives guests from all around the world; this is why they need to standardize their documents and information provided to the guests. The Apartotel Don Francisco is working together with association “Yo Emprendo,” which provides documentation, so international guests besides staying in the apartotel can become entrepreneurs in the country; therefore, they are provided with all information related to laws and requirements.

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3.2.2 Description of the population.

In the present investigation, the population will consist in the source texts which are 50 pages in Spanish and 50 pages in English, the terminology used to translate these texts, and the pages these texts cover. The topics of these texts vary; they go from reviews of the Apartotel posted by happy and unhappy guests to law information provided to guests, so they can entrepreneur and invest in the country. The difficulty of these texts varies as they consist in a wide range of different topics, as there are reviews and comments from the guests, they can be considered as easy, but there are also contracts, instructions, and legal advices; consequently, they can be labeled as difficult texts.

3.2.3 Description of the sample.

The sample of this investigation will consist in 15 paragraphs per language of approximately 100-125 words from the source text and its corresponding translation into the target language. The researcher will take the samples based on the different aspects to be analyzed. As there are several translation aspects to analyze, the researcher will vary the samples to have a wider variety of difficulty to provide a complete analysis of these texts.

3.3 Implemented strategies

The first strategy implemented for this research will be a general reading; since as stated in Chapter I, the general reading consists in a complete reading of the source text to understand the topic of this. The second strategy to use is a close reading, as previously stated, it consists in an investigation of specific words found in the source texts using dictionaries, encyclopedias, among other sources. The third strategy that will be used is an analysis of the translations done into the target language.

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After this analysis, a color coding will be applied in order to obtain the samples of the population and analyze them to confirm which translation techniques and methods were used to translate these texts. The color coding consists in a chart which includes each of the 14 translation procedures; each of them will have its own color to visually separate them from the others to facilitate the analysis stage of the investigation.

3.4 Data collection instruments

In this research a glossary, a color coding, and a text analysis chart will be used in order to collect the correspondent data.

3.4.1 Glossary

For this investigation, a glossary will be created in two (2) Excel sheets, one based on the source words retrieved from the source texts in Spanish and the other based on the source words retrieved from the source texts in English. They will consist in seven (7) columns and twenty-five (26) rows. The first row will have the description of each column. Each column will have the following data in each language: Source word, target word, pronunciation of the target word, definition of the word in the target language, synonyms of the target word in the target language, antonym of the target word in the target language, and the grammatical category of the word in the target text.

3.4.2 Text analysis chart

The text analysis chart will consist in three (3) columns and eight (8) rows. The first row will have the columns descriptions: Text analysis, name of text 1, and name of text 2. The first column will have: text analysis, text style, text function, stylistic scale, formality,

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generality or difficulty, and emotional tone. The other rows will be filled when the texts are translated.

Chapter IV

Translations

4.1 English to Spanish translations

¡Bienvenido a Costa Rica!

No importa qué tan experimentado seas como viajero, encontrarás que Costa Rica es un país extraordinario. Los rayos de sol abundan cada mañana y la temperatura alcanza 23°C o más aún en la temporada lluviosa. El hotel se encuentra en Escazú, en tierra plana en el centro del valle conocido como “el Valle Central”, rodeado por montañas y volcanes. El valle se comparte entre las provincias de Alajuela, Heredia, San José y Cartago. El aeropuerto de Juan Santamaría, a donde arribará, se encuentra ubicado en Alajuela, cerca de 20 minutos de nuestro hotel.

Debido a que Don Francisco está catalogado como un apartotel, tiene permiso de estar ubicado en un área residencial cerca de comercios y centros de entretenimiento. Nuestros apartamentos elegantemente acomodados con cocinas completamente equipadas, neveras de tamaño estándar, internet inalámbrico, televisión por cable, lectores de DVD, un área de lavado para el uso de los huéspedes y aire acondicionado en toda la instalación.

Si está buscando un hotel lujoso ubicado cerca de una autopista bulliciosa, está buscando en el lugar equivocado. Usted se alojará en la lujosa Guachipelín, el mismo vecindario donde vive la gente que tiene y maneja esos lujosos hoteles. Sin embargo, usted estará cerca, a pie, del Distrito Cuatro, el cual ofrece un supermercado, una farmacia, muchas tiendas exclusivas y restaurantes para todos los gustos.

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El Apartotel Don Francisco es único ya que muchos de sus huéspedes son viajeros de largas estancias. El hotel es frecuentado por empresarios, vacacionistas médicos y dentales, internacionales y nacionales, de zonas lejanas que vienen a la ciudad por necesidades personales y de negocios. El Hospital Cima está a minutos de distancia.

Las tarifas en el Apartotel Don Francisco son negociables y flexibles y dependen de la suite que escoja y la duración de su estadía. La gerencia entiende que está buscando las mejores tarifas posibles. Nuestra meta es hacer de su estancia cómoda en precio sin comprometer su comodidad. Los vacacionistas dentales son nuestra especialidad, ya que hay cuatro clínicas a menos de una cuadra del hotel, así que por favor denos una oportunidad de mostrarle cómo podemos hacer su estancia cómoda en precio para usted y toda su familia.

El hotel está en la municipalidad de Escazú, la cual se puede encontrar saliendo por la Ruta 27 de Costa Rica (Carretera San José-Caldera), en la primera salida a Guachipelín (2da salida después del peaje), a menos de 20 minutos del Aeropuerto Internacional Juan Santamaría.

Debido a la cercanía del Apartotel a la carretera más nueva, usted estará a minutos de las principales salidas que llevan a las provincias de Alajuela, Cartago y Heredia al igual que las playas soleadas ubicadas en el océano Pacífico.

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Políticas y Condiciones del Apartotel Don Francisco

Por favor lea cuidadosamente

(Todos los huéspedes están obligados por estos términos y condiciones)

1) Cancelaciones (que no se reprogramaron) deben recibirse por lo menos 48 horas antes de la fecha de llegada para evitar la aplicación de la Política de Cancelación (abajo).

2) El registro de entrada es de 4:00 p.m. a 9:00 p.m. El registro de salida es a las 11:00 a.m. diario. Peticiones de salida tardía resultan en un aumento de los costos de nómina para nosotros. Como resultado, se aplicarán los siguientes cargos adicionales en su factura.

Registro de salida tardía a las 12 del mediodía: 15\$, a la 1:00 p.m.: 20\$, de 1:00 p.m. a 3:00 p.m., el cargo será de la mitad de su tarifa diaria, y después de las 3:00 p.m., el cargo será del precio total de su tarifa diaria. Por favor, llame para otros requerimientos. Las llegadas tardías deben notificarse a la gerencia 24 horas antes del registro de entrada de manera que se pueden hacer arreglos.

3) En nuestras suites de un dormitorio: ocupación de más de 2 personas por habitación, conlleva a un cargo adicional de 20\$ / persona / noche (no más de 3 personas por habitación). En nuestras suites de dos dormitorios: ocupación de más de 2 personas por habitación conlleva a un cargo adicional de 20\$ / persona / noche, no se permiten más de 4 personas.

4) TODAS LAS HABITACIONES Y LOS INTERIORES SON ESTRICTAMENTE PARA NO FUMADORES. Se permite fumar en la parte delantera o trasera del edificio. Cualquier incidente causado por fumar en el interior del edificio, dará lugar a una cuota de

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limpieza de 100\$ por ocurrencia, y también puede resultar en desalojo inmediato de todos los ocupantes sin reembolso.

5) Usted es responsable de la seguridad y el buen orden de todos los equipos y otros bienes del Apartotel Don Francisco, y es responsable de dicho equipo y otros bienes en caso de pérdida, robo, daño o fuera de lugar. El Apartotel Don Francisco se reserva el derecho a cobrar a los clientes por los daños a los muebles o en el interior durante el registro de salida.

6) El Apartotel Don Francisco y / o sus empleados no son responsables por los daños debidos a la pérdida o robo durante su estancia o artículos que queden después del registro de salida. Sírvanse proporcionar un lugar seguro para sus pertenencias. Haremos todo lo posible para asegurar objetos personales dejados en la habitación después del registro de salida y retendremos dichos artículos por un período de treinta (30) días. Durante estos treinta (30) días, el huésped puede solicitar que lo(s) artículo(s) les sean enviados y dicho huésped se encargará del costo de envío y manejo para la devolución de dichos artículos. Después del período de treinta (30) días, cualquier artículo se le donará a la caridad cuando sea apropiado.

7) Todos los cargos están sujetos al Impuesto de Ventas de Costa Rica (13%).

8) EL APARTOTEL DON FRANCISCO SE RESERVA EL DERECHO PARA DESALOJAR INMEDIATAMENTE A PERSONAS SIN REEMBOLSO EN CUALQUIER MOMENTO SI, DE ACUERDO A LA OPINIÓN DEL APARTOTEL, EL COMPORTAMIENTO DEL HUÉSPED ES IRRESPONSABLE Y / O PUEDE COLOCAR EN RIESGO LA PROPIEDAD DEL APARTOTEL, OTROS HUÉSPEDES, LOS INTERESES COMERCIALES Y / O PERSONAL.

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9) POLÍTICA DE CANCELACIÓN: EN CASO DE ANULACIÓN EN MENOS DE 48 HORAS ANTES DE SU ESTANCIA, VAMOS A TRATAR DE VOLVER A RESERVAR LA HABITACIÓN. SI SE PUEDE RESERVAR NUEVAMENTE, USTED YA NO SERÁ RESPONSABLE DE LOS CARGOS DE LA HABITACIÓN. SI NO ES POSIBLE RESERVAR LA HABITACIÓN NUEVAMENTE, SE LE COBRARÁ AL HUÉSPED UNA NOCHE DE ESTANCIA O EL 50% DE LA ESTANCIA SI LA DURACIÓN DE ESTA ES MÁS DE DOS NOCHES. LOS HUÉSPEDES QUE ACORTEN SU VISITA EN EL PERÍODO DE CANCELACIÓN DE DIEZ DÍAS SERÁN TAMBIÉN SUJETOS A LA MISMA POLÍTICA. LOS HUÉSPEDES QUE ACORTEN LA DURACIÓN DE LA RESERVA DURANTE SU ESTANCIA DEBEN PAGAR POR LA TOTALIDAD DE LA ESTANCIA Y SE DEVOLVERÁ SÓLO SI SE PUEDE RESERVAR NUEVAMENTE LA(S) HABITACIÓN(ES).

10) POLÍTICA DE MASCOTAS: NO SE ADMITEN ANIMALES BAJO NINGUNA CIRCUNSTANCIA. SE LE SOLICITARÁ A CUALQUIER HUÉSPED QUE VIOLE ESTA POLÍTICA QUE ABANDONE INMEDIATAMENTE LAS PREMISAS, Y SE LE COBRARÁ UN CARGO DE 100\$ DE LIMPIEZA, Y NO SERÁ ELEGIBLE PARA CUALQUIER TIPO DE REEMBOLSO.

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CONTRATO DE ARRENDAMIENTO

CONTRATO por y entre el Apartotel Don Francisco S.A., en lo sucesivo denominado como el "Arrendador", y Enrique Ho, en lo sucesivo denominado como el "Arrendatario" número de identificación: Panamá, pasaporte: # XDA321379

CONSIDERANDO QUE, el Arrendador desea alquilar premisas del apartamento ubicado en *Unidad# 10* del Apartotel Don Francisco, Guachipelín,

Escazú, San José, Costa Rica

CONSIDERANDO QUE, el Arrendador ha acordado alquilar lo mismo que el Arrendatario en los siguientes términos y condiciones:

1. En consideración de los montos que serán pagados y mantenidos como aquí se expresan, el Arrendador ha acordado alquilar al Arrendatario las premisas del arriendo.

2. Los términos de este contrato se extenderán desde el 13 de septiembre del 2015 y culminarán en la mañana después de la noche del 11 de octubre del 2015 durante este tiempo, el Arrendatario que ocupará el apartamento bajo el contrato con el Arrendador, tendrá el uso y la ocupación de las premisas del arriendo en la Unidad #10 con una ocupación máxima de 2 personas adultas. Cada período de alquiler consistirá en un período de 30 días, independientemente de los días correspondientes al mes de calendario y cada período de renovación consistirá en un período no menor de un período de renovación de 30 días y no podrá ser prorrateado por día por menos del ese período .

3. La renta reservada por el Arrendatario por las premisas del arriendo así como la duración aquí provista de 30 días, deberá ser Mil doscientos dólares americanos (1.200,00 \$),

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el cual el Arrendatario por este medio pacta y aprueba pagar al Arrendador, por el uso y la ocupación de las premisas del arriendo.

4. Durante la duración de este contrato, el Arrendatario tendrá acceso a llamadas telefónicas gratuitas a larga distancia a teléfonos fijos realizadas por el Arrendatario en la recepción, utilizando la cuenta de Skype del Apartotel Don Francisco a países determinados. Llamadas a teléfonos celulares y países no incluidos por el acuerdo (gratuito) del uso de Skype deberán ser pagadas por el Arrendatario.

5. El Arrendatario proveerá contenedores de basura y bolsas para los desperdicios y la basura. Será responsabilidad del Arrendatario colocar las bolsas de basura en el área del estacionamiento, los lunes y jueves por la noche para que sea recogida al día siguiente. El Arrendatario acuerda tener y mantener las premisas del arriendo, el área del estacionamiento y los alrededores en condición limpia y sanitaria en todo momento, libre de basura y desperdicios. Toda basura y desperdicios similares deberán ser depositados por el Arrendatario en las instalaciones provistas por el Arrendador en la parte trasera del área de estacionamiento para la recolección de basura.

6. Durante el término de este contrato, el Arrendador deberá proporcionar las reparaciones y mantenimientos pertinentes a las premisas del arriendo. El Arrendatario no proporcionará ni acordará ninguna reparación ni mantenimiento de las premisas del arriendo, y el Arrendador no será responsable ni sujeto al Arrendatario o a cualquier otra persona, por los costos de cualquier reparación o mantenimiento proporcionado u organizado por el Arrendatario. El Arrendatario deberá identificar inmediatamente al Arrendador la necesidad de cualquier reparación o mantenimiento de las premisas.

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7. El Arrendatario, por este medio conviene y acuerda utilizar y ocupar las premisas del arriendo únicamente para propósitos residenciales y no para cualquier otro propósito. No se permiten mascotas en las premisas.

8. El Arrendatario por este medio acuerda conservar y mantener las premisas del arriendo en buen mantenimiento y condición igual a como están presentes ahora y al término de este contrato dejar las premisas del arriendo en condición parecida, excepto uso y desgaste natural. El Arrendatario también acuerda ser responsable de cualquier pérdida o daño de utensilios. Si hay evidencia de que el Arrendatario fumó dentro de las premisas del arriendo, un cargo de 150 \$ será cobrado para limpiar y restaurar las premisas.

9. No se permitirá música con volumen alto en ningún momento y, el Arrendatario deberá comportarse de manera tranquila en todo momento.

10. El Arrendatario por este medio acepta observar todas las reglas y regulaciones razonables impuestas por el Arrendador por el uso y la ocupación de las premisas del arriendo, el área del estacionamiento y las instalaciones provistas por el Arrendador y cuyas reglas y regulaciones deberán ser cumplidas siguiendo las condiciones y pactos de este contrato. El Arrendador proveerá espacio para un (1) automóvil en el área de estacionamiento trasera. No se permite que los visitantes de los Arrendatarios en ningún momento estacionen sus vehículos en el área designada para los huéspedes del Apartotel o Arrendatarios.

11. Este contrato, su uso y ocupación de las premisas del arriendo, no puede ser designado, transferido o subarrendado, sin el consentimiento escrito del dueño.

Translation and analysis

12. El Arrendador, y/o los agentes del Arrendador, pueden en algún momento o en todos, durante la duración de este contrato, entrar al apartamento para inspeccionar y/o reparar, y para mostrar el apartamento a cualquier otro posible Arrendatario, con previo anuncio al Arrendatario, excepto en caso de una emergencia.

13. El Arrendatario por este medio renuncia al anuncio usual de dejar y abandonar las premisas del arriendo al momento del precedente término, o a la conclusión de este contrato, sin ningún aviso.

14. Este contrato contiene el contrato entero y el entendimiento de las partes al presente con respecto al tema tratado de esto y reemplaza todos los acuerdos previos y contemporáneos. Este contrato no puede ser modificado, cancelado o enmendado de alguna manera excepto en escrito, debidamente firmado por las partes al presente.

15. La terminación prematura de este contrato no resultará en un reembolso de la renta pagada por adelantado bajo ninguna circunstancia.

16. El uso del área de lavado por el Arrendatario para propósitos personales del Arrendatario es permitido.

17. El servicio de mucama a la unidad será proporcionado por el Arrendador al Arrendatario una vez a la semana. El Arrendatario deberá ser responsable de comprar sus propios equipos de tocador, jabón y productos de papel.

18. La ropa de cama será cambiada y limpiada bajo la responsabilidad del Arrendatario UNA vez por semana. La limpieza de las toallas de baño y otros artículos personales será responsabilidad del Arrendatario.

Translation and analysis

19. La ropa de cama, las almohadas y las toallas serán proporcionadas por el Arrendador al Arrendatario.

20. Es responsabilidad del Arrendatario contactar a la gerencia del Apartotel siete (7) días calendario antes de la expiración del contrato, si el Arrendatario desea extender el contrato por un mes (30 días) adicional. De no hacerlo, podría resultar en el alquiler de las premisas a otro cliente.

Directrices de alquiler

En un esfuerzo de proporcionar al arrendador una estancia limpia, segura y cómoda, y para establecer y mantener una buena relación entre el Arrendador y el Arrendatario, se han establecido las siguientes directrices.

1. No se permiten mascotas: No se permiten mascotas en las premisas en ningún momento. .
2. Seguros y llaves: No se pueden instalar seguros adicionales en ninguna puerta sin previo consentimiento y por escrito del Arrendador.
3. Redecoración: No se deberá redecorar o alterar las premisas por o a nombre del Arrendatario sin previo consentimiento por escrito del Arrendador.
4. Antenas satelitales/aéreas: No se pueden instalar en el suelo antenas de radio o televisión satelitales o aéreas ni se pueden adjuntar o colocar en el edificio en ninguna manera.

Translation and analysis

5. Signos: El Arrendatario no podrá exhibir signos o placas en las ventanas o en ninguna otra parte de la residencia.
6. Colgar prendas en el exterior: En ningún momento se debe colgar ninguna prenda lavada, ropa, vestimenta o ningún otro artículo afuera de las ventanas o de ningún balcón, terrazas o porches.
7. Olores: No se podrá producir ni permitir ningún olor inusual dentro o fuera de las premisas. Olores productos del fumado en una unidad inducirán una pena de 150 \$ por alquiler mensual.
8. Consideración hacia los otros: El Arrendatario no podrá cometer o permitir ningún acto que interfiera irracionalmente con el derecho, comodidades y conveniencias de los otros. El Arrendatario deberá mantener el volumen de cualquier radio, televisor, equipo de música estéreo o instrumento musical suficientemente reducido en todo momento para no perturbar a otros.
9. Niños: El Arrendador deberá tener control total de sus niños en todo momento y deberá ser responsable por las acciones de sus niños.
10. Visitantes: El Arrendador será responsable de sus visitantes y huéspedes y de su apariencia y acciones.
11. Encimera: Objetos calientes no deberán ser colocados directamente en las encimeras de la cocina.
12. Control de pestes: El control de pestes deberá ser proporcionado por el Arrendador cuando se necesite, y el Arrendatario deberá proporcionar acceso al Arrendador

Translation and analysis

para lo mismo. Si el Arrendador determina que el Arrendatario está contribuyendo con el problema, el Arrendador será responsable del costo de la exterminación.

13. Condiciones no sanitarias: El Arrendador no causará ninguna condición no sanitaria dentro o fuera de las premisas. El Arrendatario deberá disponer rápidamente de todo desecho, basura y otro desperdicio en los debidos contenedores detrás del área de estacionamiento del hotel. No se deberán dejar basura, botellas o papel en las áreas comunes o en el patio.
14. Ventanas y puertas: El Arrendatario es responsable de todas las ventanas agrietadas o rotas o paneles de puertas y todas las mallas de paredes o puertas.
15. MANEJO Y ESTACIONAMIENTO BAJO SU PROPIO RIESGO: El uso del área de estacionamiento o entrada de automóviles deberá ser bajo el riesgo del usuario.
16. Estacionamiento de vehículos: Todos los vehículos deberán ser estacionados únicamente en la calle o en el área de estacionamiento designada. El Arrendatario deberá mantener estas áreas limpias y libres de cualquier fluido de los vehículos tales como aceite, entre otros. Los camiones (excepto carros tipo Pick-up y furgonetas para pasajeros), botes, tráiler, caravanas o motocicletas no se deberán estacionar o guardar en las premisas sin consentimiento por escrito previo del Arrendatario.
17. Desecho y recogida de la basura: Todo desecho y basura deberán entregarse en el estacionamiento los lunes y jueves por la noche para su recogida los martes y viernes.

Translation and analysis

18. No se permite fumar en ninguno de los apartamentos o áreas comunes del Apartotel Don Francisco. Si se consigue que el Arrendatario ha fumado en su unidad, se impondrá una penalidad de 150 \$ por mes del alquiler.

Firmado:

Arrendador (ADF) _____

Arrendatario _____

Fecha: 12/09/2015

Translation and analysis

Con maravillas naturales en abundancia, Costa Rica es un paraíso ecológico y uno de los más importantes puntos turísticos en América Latina. Sus junglas y ríos la hacen un destino turístico idóneo para las aventuras al aire libre, mientras que sus playas tientan a los vacacionistas que buscan un escape relajante.

Información de los alrededores:

Parque de diversiones San José: 5.1 km

Centro Empresarial Fórum 1: 4.8 km

Centro Empresarial Fórum 2: 4.8 km

Estadio Nacional de Costa Rica: 5.65 km

Zona Libre y Parque Empresarial Global Park: 6.2 km

Hospital Cima: 1.54 km

Volcán Irazú: 34.39 km

Museo de Ciencias Naturales La Salle: 5.9 km

Zona Libre y Parque Empresarial Metro: 5.6 km

Centro Comercial Momentum Lindora: 4.4 km

Centro Comercial Multiplaza Escazú: 1.1 km

Teatro Nacional: 8.93 km

Plaza Itskazú: 1.45 km

Plaza Real Cariari: 4.9 km

Parque La Sabana: 5.65 km

Jardín de mariposas Spirogyra: 7.1 km

Zona Libre y Parque Empresarial Ultrapark: 6.2 km

Translation and analysis

Suite #2

Suite Superior

Precio de alquiler por 30 noches: 1.200 \$ (Impuestos incluidos)

Dos habitaciones y 1 cuarto de baño

Cama tamaño King (extra doble grande)

Sofá cama tamaño Queen (doble grande)

Cocina completa con utensilios, horno microondas, licuadora, cafetera y cocina de dos
plantillas.

Alarmas contra incendios

Caja fuerte

Acceso a Internet y conexión de Internet inalámbrica

2 televisores con cable

Aire acondicionado

Ventiladores

3 armarios

Escritorio

Ducha y bañera

Plancha y mesa para planchar

Translation and analysis

Llamadas locales gratuitas

Suite #3

Apartamento superior con dos habitaciones y dos cuartos de baño

Precio de alquiler por 30 noches: 1.300 \$ (Impuestos incluidos)

Dos habitaciones y dos cuartos de baño

Dos camas tamaño Queen (doble grande)

Cocina completa con utensilios, horno microondas, licuadora, cafetera y cocina de dos
plantillas.

Alarmas contra incendios

Caja fuerte

Acceso a Internet y conexión de Internet inalámbrica

2 televisores con cable

Aire acondicionado

Armarios

Escritorio

Ducha

Plancha y mesa para planchar

Translation and analysis

Llamadas locales gratuitas

Suite #4

Apartamento Loft tipo Estudio

Precio de alquiler por 30 noches: 1.100 \$ (Impuestos incluidos)

Una habitación con un cuarto de baño

Cama tamaño Queen (doble grande)

Cocina completa con utensilios, horno microondas, licuadora, cafetera y cocina de dos
plantillas.

Alarma contra incendios

Caja fuerte

Acceso a Internet y conexión de Internet inalámbrica

Televisión por cable

Aire acondicionado

Armarios

Escritorio

Ducha

Plancha y mesa para planchar

Translation and analysis

Llamadas locales gratuitas

Suite #6

Apartamento Loft tipo estudio

Precio de alquiler por 30 noches: 1.200 \$ (Impuestos incluidos)

Dos habitaciones y un cuarto de baño

Cama tamaño Queen (doble grande)

Cocina completa con utensilios, horno microondas, licuadora, cafetera y cocina de dos
plantillas.

Alarmas contra incendios

Caja fuerte

Acceso a Internet y conexión de Internet inalámbrica

Televisión por cable

Aire acondicionado

Armarios

Escritorio

Ducha

Plancha y mesa para planchar

Translation and analysis

Llamadas locales gratuitas

Suite #7

Apartamento superior tipo suite

Precio de alquiler por 30 noches: 1.200 \$ (Impuestos incluidos)

Dos habitaciones y un cuarto de baño

Cama tamaño Queen (doble grande)

Sofá cama tamaño Queen (doble grande)

Cocina completa con utensilios, horno microondas, licuadora, cafetera y cocina de dos
plantillas.

Alarmas contra incendios

Caja fuerte

Acceso a Internet y conexión de Internet inalámbrica

2 televisores con cable

Dos aires acondicionados

Armarios

Escritorio

Ducha

Translation and analysis

Plancha y mesa para planchar

Llamadas locales gratuitas

Suite #8

Apartamento Loft tipo estudio

Precio de alquiler por 30 noches: 1.200 \$ (Impuestos incluidos)

Dos habitaciones y un cuarto de baño

Cama tamaño Queen (doble grande)

Cocina completa con utensilios, horno microondas, licuadora, cafetera y cocina de dos
plantillas.

Alarmas contra incendios

Caja fuerte

Acceso a Internet y conexión de Internet inalámbrica

Televisión por cable

Aire acondicionado

Armarios

Escritorio

Ducha

Translation and analysis

Plancha y mesa para planchar

Llamadas locales gratuitas

Suite #9

Apartamento superior con dos habitaciones y un cuarto de baño

Precio de alquiler por 30 noches: 1.350 \$ (Impuestos incluidos)

Dos habitaciones

Un cuarto de baño

Cama tamaño Queen (doble grande) y una cama tamaño doble

Cocina completa con utensilios, horno microondas, licuadora, cafetera y cocina de cuatro
plantillas.

Alarmas contra incendios

Caja fuerte

Conexión de Internet inalámbrica

Televisión por cable

Aire acondicionado

Armarios

Escritorio

Translation and analysis

Ducha

Plancha y mesa para planchar

Llamadas locales gratuitas

Suite #10

Apartamento ejecutivo

Precio de alquiler por 30 noches: 1.350 \$ (Impuestos incluidos)

Tres estancias (habitación, sala de estar y comedor)

Habitación amplia

Cama tamaño Queen (doble grande)

Sofá cama tamaño Queen (doble grande)

Cocina completa con utensilios, horno microondas, licuadora, cafetera y horno.

Alarmas contra incendios

Caja fuerte

Acceso a Internet y conexión de Internet inalámbrica

Dos televisores con cable

Aire acondicionado

Translation and analysis

Ventiladores

Armarios

Escritorio

Ducha

Plancha y mesa para planchar

Llamadas locales gratuitas

Suite #12

Apartamento ejecutivo

Precio de alquiler por 30 noches: 1.200 \$ (Impuestos incluidos)

Habitación amplia y cuarto de baño

Cocina complete y área de comedor

Cama tamaño Queen (doble grande)

Cocina completa con utensilios, horno microondas, licuadora, cafetera y horno.

Alarmas contra incendios

Caja fuerte

Acceso a Internet y conexión de Internet inalámbrica

Translation and analysis

Televisión por cable

Aire acondicionado

Ventiladores

Armario

Escritorio

Ducha

Plancha y mesa para planchar

Llamadas locales gratuitas

Suite #14

Apartamento Loft tipo estudio

Precio de alquiler por 30 noches: 995 \$ (Impuestos incluidos)

Área: 18 m²

Una habitación y un cuarto de baño

Cama tamaño Queen (doble grande)

Cocina completa con utensilios, horno microondas, licuadora, cafetera y cocina de dos
plantillas.

Alarmas contra incendios

Translation and analysis

Caja fuerte

Acceso a Internet y conexión de Internet inalámbrica

Televisión por cable

Aire acondicionado

Armario

Escritorio

Ducha

Plancha y mesa para planchar

Llamadas locales gratuitas

Suite #15

Apartamento superior

Precio de alquiler por 30 noches: 1.200 \$ (Impuestos incluidos)

Área: 38 m²

Dos habitaciones y un cuarto de baño

Cama tamaño Queen (doble grande)

Sofá cama tamaño Queen (doble grande)

Translation and analysis

Cocina completa con utensilios, horno microondas, licuadora, cafetera y cocina de dos plantillas.

Alarmas contra incendios

Caja fuerte

Acceso a Internet y conexión de Internet inalámbrica

Dos televisores con cable

Aire acondicionado

Ventiladores

Armario

Escritorio

Ducha

Plancha y mesa para planchar

Llamadas locales gratuitas

Suite #16

Casita ejecutiva de 2 plantas

Precio de alquiler por 30 noches: 1.300 \$ (Impuestos incluidos)

Área: 54 m²

Translation and analysis

Dos plantas, un cuarto de baño y un sanitario independiente

Cama tamaño Queen (doble grande)

Sofá cama tamaño Queen (doble grande)

Cocina completa con utensilios, horno microondas, licuadora, cafetera y horno.

Alarmas contra incendios

Caja fuerte

Acceso a Internet y conexión de Internet inalámbrica

Dos televisores con cable

Aire acondicionado

Ventiladores

Armario

Escritorio

Ducha

Plancha y mesa para planchar

Llamadas locales gratuitas

Suite #17

Translation and analysis

Casita ejecutiva de 2 plantas

Precio de alquiler por 30 noches: 1.300 \$ (Impuestos incluidos)

Área: 54 m²

Dos plantas, un cuarto de baño y un sanitario independiente

Cama tamaño Queen (doble grande)

Sofá cama tamaño Queen (doble grande)

Cocina completa con utensilios, horno microondas, licuadora, cafetera y horno.

Alarmas contra incendios

Caja fuerte

Acceso a Internet y conexión de Internet inalámbrica

Dos televisores con cable

Aire acondicionado

Ventiladores

Armario

Escritorio

Ducha

Plancha y mesa para planchar

Translation and analysis

Llamadas locales gratuitas

Cada apartamento es único en el Apartotel Don Francisco. Haz tu reserva por adelantado para que puedas tener el apartamento de tu elección. Consulta acerca de nuestra reservación pagada de antemano no reembolsable la cual te hará ahorrar dinero.

Aceptamos todas las tarjetas de crédito principales y Paypal

14-Apartamento Loft tipo estudio

Aloja a dos adultos de manera confortable. Cuenta con nevera de tamaño completo, horno microondas, hornilla, cocina completamente equipada, televisor, lector de DVD, Internet inalámbrico de alta velocidad, secadora de pelo. Teléfono para llamadas locales gratuitas. Adicionalmente hay estacionamiento gratuito para el uso de los huéspedes.

Área: 9 m²

Camas: Un tamaño Queen (doble grande)

Precio desde: 57,50 \$

4-Apartamento Loft tipo estudio

Aloja a dos adultos de manera confortable. Cuenta con nevera de tamaño completo, horno microondas, hornilla, cocina completamente equipada, televisor, lector de DVD,

Translation and analysis

Internet inalámbrico de alta velocidad, secadora de pelo. Teléfono para llamadas locales gratuitas. Adicionalmente hay estacionamiento gratuito para el uso de los huéspedes.

Área: 36 m²

Camas: Un tamaño Queen (doble grande)

Precio desde: 62 \$

12- Apartamento ejecutivo

Aloja a dos adultos de manera confortable. Cuenta con un sofá cama en el área de estar, nevera de tamaño completo, horno, horno microondas, televisor, lector de DVD, Internet inalámbrico y conexión de alta velocidad, secadora de pelo. Teléfono para llamadas locales gratuitas. Adicionalmente hay estacionamiento gratuito para el uso de los huéspedes.

Área: 59 m²

Camas: 1 tamaño Queen (doble grande)

Precio desde: 65 \$

6-Apartamento Loft tipo estudio

Aloja a dos adultos de manera confortable. Cuenta con nevera de tamaño completo, horno microondas, hornilla, cocina completamente equipada, televisor, lector de DVD,

Translation and analysis

Internet inalámbrico de alta velocidad, secadora de pelo. Teléfono para llamadas locales gratuitas. Adicionalmente hay estacionamiento gratuito para el uso de los huéspedes.

Área: 36 m²

Camas: 1 tamaño Queen (doble grande)

Precio desde: 65 \$

7-Apartamento superior tipo suite

Aloja a dos adultos de manera confortable. Cuenta con un sofá cama en el área de estar, nevera de tamaño completo, cocina completamente equipada, horno microondas, hornilla, televisor, lector de DVD, Internet inalámbrico de alta velocidad y conector, secadora de pelo. Teléfono para llamadas locales gratuitas. Adicionalmente hay estacionamiento gratuito para el uso de los huéspedes.

Área: 44 m²

Camas: Un tamaño Queen (doble grande)

Precio desde: 65 \$

15-Apartamento superior tipo suite

Aloja a dos adultos de manera confortable. Cuenta con un sofá cama en el área de estar, nevera de tamaño completo, cocina completamente equipada, horno microondas,

Translation and analysis

hornilla, televisor, lector de DVD, Internet inalámbrico de alta velocidad y conector, secadora de pelo. Teléfono para llamadas locales gratuitas. Adicionalmente hay estacionamiento gratuito para el uso de los huéspedes.

Área: 38 m²

Camas: 1 tamaño Queen (doble grande)

Precio desde: 66 \$

2-Apartamento superior tipo suite

Aloja a dos adultos de manera confortable. Cuenta con un sofá cama en el área de estar, nevera de tamaño completo, cocina completamente equipada, horno microondas, hornilla, televisor, lector de DVD, Internet inalámbrico de alta velocidad y conector, secadora de pelo. Teléfono para llamadas locales gratuitas. Adicionalmente hay estacionamiento gratuito para el uso de los huéspedes.

Área: 57 m²

Camas: Una tamaño Queen (doble grande)

Precio desde: 66 \$

8-Apartamento Loft tipo estudio

Translation and analysis

Aloja a dos adultos de manera confortable. Cuenta con nevera de tamaño completo, horno microondas, hornilla, cocina completamente equipada, televisor, lector de DVD, Internet inalámbrico de alta velocidad, secadora de pelo. Teléfono para llamadas locales gratuitas. Adicionalmente hay estacionamiento gratuito para el uso de los huéspedes.

Área: 36 m²

Camas: Una tamaño Queen (doble grande)

Precio desde: 66 \$

16-Casita ejecutiva de dos plantas

Consta de dos plantas. Aloja a dos adultos de manera confortable. Cuenta con un sofá cama en el área de estar de la planta inferior, nevera de tamaño completo, horno, horno microondas, cocina completamente equipada, dos televisores, lector de DVD, conexión de Internet inalámbrica de alta velocidad, secadora de pelo. Teléfono para llamadas locales gratuitas. Adicionalmente hay estacionamiento gratuito para el uso de los huéspedes.

Área: 54 m²

Camas: Una tamaño Queen (doble grande)

Precio desde: 75 \$

17-Casita ejecutiva de dos plantas

Translation and analysis

Consta de dos plantas. Aloja a dos adultos de manera confortable. Cuenta con un sofá cama en el área de estar de la planta inferior, nevera de tamaño completo, horno, horno microondas, cocina completamente equipada, dos televisores, lector de DVD, conexión de Internet inalámbrica de alta velocidad, secadora de pelo. Teléfono para llamadas locales gratuitas. Adicionalmente hay estacionamiento gratuito para el uso de los huéspedes.

Área: 54 m²

Camas: Una tamaño Queen (doble grande)

Precio desde: 75 \$

3- Apartamento superior con dos habitaciones

Aloja a cuatro adultos de manera confortable y tiene dos cuartos de baño. Cuenta con nevera de tamaño completo, hornilla, horno microondas, cocina completamente equipada, dos televisores, lector de DVD, conexión de Internet inalámbrica de alta velocidad, secadora de pelo. Teléfono para llamadas locales gratuitas. Adicionalmente hay estacionamiento gratuito para el uso de los huéspedes.

Área: 53 m²

Camas: Dos tamaño Queen (doble grande)

Precio desde: 75 \$

10- Apartamento ejecutivo

Translation and analysis

Aloja a dos adultos de manera confortable. Cuenta con un sofá cama en el área de estar, nevera de tamaño completo, horno, horno microondas, televisor, lector de DVD, Internet inalámbrico y conexión de alta velocidad, secadora de pelo. Teléfono para llamadas locales gratuitas. Adicionalmente hay estacionamiento gratuito para el uso de los huéspedes.

Área: 66 m²

Camas: Una tamaño Queen (doble grande)

Precio desde: 85 \$

Alrededores

Restaurantes

- SUSHI MATSURI -

Santa Ana. 2203-6898

Teléfono: Escazú 2228-1710

Sushi fresco y comida asiática

- COMIDA TÍPICA COSTARRICENSE -

Escazú

Al Molino de Jaki, San Antonio de Escazú

El Boyero, San Antonio de Escazú, 350 m al este de la iglesia. Teléfono 2289-9549

La Casona de Laly Escazú Centro. Teléfono 2288-5807

La Esquina del Mercado, Centro Comercial Multipark Guachipelín. Teléfono 2215 1009

Mi Tablita Campesina, Escazú Centro. Teléfono 25880406

Translation and analysis

Q Tacos, Escazú al lado de la Municipalidad. Teléfono 2288-0785

La taquería, San Antonio de Escazú. Teléfono 2288-4613

Tiquicia Restaurant, San Antonio de Escazú. Teléfono 2289-58-39

Santa Ana

Cabaña Don Manuel, Santa Ana Centro. Teléfono 22031600

El Rancho de Laly, Santa Ana Centro, de la Cruz Roja 100 m Oeste

La Cazuela de Tita, Santa Ana, Radial Santa Ana-Belén, a la par de Banco HSBC. Teléfono 2282-8139

Tiquicia's de Pigo, 100 metros sur de la estación gasolinera Hermanos Montes en Santa Ana

Pollos Don Macho, Santa Ana Centro, de Musmanni 100 Oeste y 25 Norte, Ciudad Colón

Casa Típica Sabor a Pueblo, Brasil de Mora, Carretera a Ciudad Colón

La Choza de Joel, Brasil de Mora, Carretera a Ciudad Colón

- BARES -

Arenas, Escazú Centro. Teléfono 2228-7325

ArtBar, Plaza Itskazu, Escazú. Teléfono 2288 2912

Bar Acqua, Hotel Holiday Inn, Plaza Tempo

Bar Boquero Qkch, Plaza Real, Escazú Centro

Bar Cristian, Escazú Centro. Teléfono 2289-6183

Balcón del Tenis, Costa Rica Country Club (solo para miembros del club e invitados)

Bar Shooters, Plaza Real, Escazú Centro. Teléfono 22287507

Bar Snoopy, Escazú Centro, a la par de la Cruz Roja. Teléfono 2289-4518

Translation and analysis

Bar Típico Los Itabos, Entrada del Barrio El Carmen, San Antonio de Escazú

Carpediem Lounge Escazú

Cassava Grill, Escazú Centro

Harrys Longe Bar, Centro Comercial el Cruce

Henry's Escazú

Hooligans, Multiplaza Escazú. Teléfono 2201 8261

Hooters Costa Rica, Escazú, Plaza Itscazú

Hoyo 19 Golf Bar, Costa Rica Country Club

Il Panino Bar & Cafe, Multicentro Paco, Escazú. Teléfono 2228-8606

Jazz Café Escazú

Kbaña Classic, Escazú, Plaza Itscazú. Teléfono: 2228-7179.

La Cava, Jaboncillos de Escazú. Teléfono 2289-4404

- COMIDA CHINA -

Estrella de Plata, Escazú Centro. Teléfono 2228-2784

Lotus, carretera vieja a Santa Ana, 100 metros este de Multicentro Paco, Escazú. Teléfono
2228 8105

Oriental King, Multiplaza Escazú

Mil Sabores, en el Cruce, Escazú. Teléfono 2588-1414

Villa Rey, carretera vieja a Santa Ana, Escazú. Teléfono 2289-5028

Santa Ana

Afang Palace, Santa Ana. Teléfono 2282-3748

Translation and analysis

China Bonita, Santa Ana Centro. Teléfono 22822778

Felix Dorado, Centro Comercial Los Andes, por Cruz Roja de Santa Ana

Hua Yang, Santa Ana Centro. Teléfono 25821986

Paseo Colón / Sabana / Rohrmoser

Flor de Loto, Sabana Norte. Teléfono 2232 4652

Isla Verde, Pavas. Teléfono 2232-5327

Villa Bonita, Rohrmoser/Pavas. Teléfono 2220-2477

- GOURMET -

Cafe Torino, café de estilo europeo, calle antigua a Santa Ana. Teléfono 22884476

Le Marché Gourmet & Bistro, de la esquina Noreste del Country Club, 75 m este. Teléfono 2288 1650

Restaurante Café-Tal, Plaza Itskatzu, local 116. Teléfono 22288171 (comida gourmet y completamente libre de gluten)

Sabor & Arte restaurante/lounge, Calle 1, Escazú. Teléfono 22898747

Santa Ana

Kafe Cereza, Santa Ana Centro

Tribeca Deli & Goutmet

Translation and analysis

El Apartotel Don Francisco se encuentra ubicado en la zona residencial de Escazú cuenta con un lobby, una hermosa fuente de agua y servicio de café. Cada apartamento tiene Internet con acceso inalámbrico, una cocina completamente equipada y préstamo gratuito de películas en DVD.

Los apartamentos ofrecen hermosas vistas. Cada uno tiene área de estar y cuarto de baño privado con ducha y artículos de tocador. También se cuenta con estacionamiento gratuito dentro del lugar.

Se pueden encontrar tiendas, un supermercado y restaurantes en el Distrito Cuatro, ubicado muy cerca de Don Francisco. El centro comercial Multiplaza está a cuatro minutos en carro y ofrece una amplia variedad de tiendas y restaurantes.

El Apartotel Don Francisco está a 15 minutos en carro desde San José centro. El Aeropuerto Internacional Tobías Bolaños está a 9 km de distancia.

¡Hablamos inglés también!

El Apartotel Don Francisco ha recibido huéspedes desde el 19 de octubre del 2012

Apartamentos/habitaciones: 13

Seis razones para escoger el Apartotel Don Francisco

Tarifas bajas

Cerca de 164 lugares de San José

Samos flexible

Translation and analysis

35 Comentarios independientes

Los empleados hablan inglés

Es seguro reservar

Instalaciones del Apartotel Don Francisco: ¡Instalaciones maravillosas!

Puntaje de comentarios: 8.6

Varios

No se permite fumar en las habitaciones

Habitaciones familiares

Habitaciones a prueba de sonido

Todas las áreas son para no fumadores (públicas y privadas)

Aire acondicionado

Transporte

Transporte desde el aeropuerto (pago aparte)

Mascotas

No se admiten mascotas

Translation and analysis

Bebidas y comidas

Máquina dispensadora (para bebidas)

Internet

- ¡Gratuito! Internet inalámbrico está disponible en todas las áreas y no tiene coste adicional.

Estacionamiento

- ¡Gratuito! Estacionamiento sin coste adicional está disponible en el lugar (no se necesita reservación).

Servicios de recepción

Recepción abierta las 24 horas del día

Caja fuerte

Escritorio con información turística

Almacenamiento de equipaje

Servicios de limpieza

Lavado de ropa

Translation and analysis

Secado de ropa

Servicio de mucama diario

Servicios empresariales

Envío de fax/fotocopiadora

Idiomas hablados

Español

Inglés

Datos importantes

Entrada

Desde las 3:00 p.m.

Salida

Hasta las 12:00 p.m.

Cancelación

Pago por adelantado

Translation and analysis

Las políticas de cancelación y pago por adelantado pueden variar de acuerdo al tipo de habitación. Por favor, indique las fechas de su estadía para las condiciones de acuerdo a la habitación.

Niños y camas extras

Todos los niños son bienvenidos

¡Gratis! Un niño menor de 6 años se puede alojar sin coste adicional al usar las camas disponibles en la habitación.

¡Gratis! Todos los niños menores de 6 años se pueden alojar sin coste adicional para el uso de camas extras.

El número máximo de camas extras en una habitación es una.

Cualquier tipo de camas extras o cunas es bajo solicitud y necesita confirmación de la gerencia.

Mascotas

No se permiten mascotas

Excepcional

- Viajero solo
- Estudio

☞ Me hospedé en la #15: techos altos, habitación independiente, amplia sala, comedor con cocina y bañera amplia. Cerca del dentista, muchos restaurantes buenos en el área.

Translation and analysis

Exceptional

- Viaje de placer
- En pareja
- Estudio

⌚ La cocina completa es un gran valor añadido

Hotel agradable”

- • Viaje de placer
- • Familia
- • Apartamento superior de dos habitaciones
- • Enviado desde un dispositivo móvil

⌚ El aire acondicionado de nuestra habitación era ruidoso durante la noche.

⌚ El hotel estaba muy limpio, era seguro y cómodo.

“Una buena y agradable experiencia – ¡No te arrepentirás de alojarte aquí!”

- • Pareja

Translation and analysis

- •Estudio

译 Solo me gustaría que hubiese restaurante dentro del hotel, para poder decir con eso, que sí fue una estancia excelente.

译 El apartamento tipo estudio, en el cual nos alojamos, estaba muy limpio, era muy espacioso, tenía todos los utensilios de cocina necesarios para preparar nuestras propias comidas. Vimos muchas otras unidades más grandes y eran hermosas. El personal y los trabajadores eran muy agradables, profesionales y serviciales. ¡Varios de ellos hablaban inglés lo cual fue genial! Ellos llamaban al taxi diariamente para nosotros. Cumplieron con todas nuestras necesidades, hasta tenían café gratis en el lobby. El televisor tenía al menos 4 estaciones habla inglesa: ABC, NBC, CNN y TCM. La mejor parte era que habían 2 lavadoras y 2 secadoras en el lugar para lavar nuestra ropa. La lavadora y el detergente eran gratuitos y la secadora tenía un pequeño coste de aproximadamente 4 \$ americanos. El supermercado y los restaurantes estaban cerca a pie, a 1,6 kilómetros aproximadamente. ¡No se arrepentirá de quedarse aquí!

“Apartamentos con gran estilo”

- •Viaje de negocios
- •Pareja
- •Apartamento de una habitación

Translation and analysis

ㄸ Las duchas no funcionaban bien.

ㄸ Las habitaciones estaban muy limpias! Muy agradable. El vecindario era tranquilo, había estacionamiento fuera de la calle principal y a pie estaba cerca de un supermercado y de restaurantes. El personal era servicial, aunque hubo un poco de confusión al momento de la entrada, sentimos que intentaron que nos quedáramos una noche extra. El servicio se extendió a ayudarnos a imprimir los pasajes de avión.

“Gran valor”

- •Viaje de placer
- •Pareja
- •Estudio

ㄸ Personal amistoso y cerca de tiendas y restaurantes. Un lugar muy agradable y tranquilo para quedarse.

“Gran valor, mal Internet inalámbrico, gerencia apartada”

- •Viaje de placer
- •Pareja
- •Estudio

Translation and analysis

- •Enviado desde un dispositivo móvil

⌘ Internet inalámbrico

⌘ El Internet inalámbrico no funcionaba en ninguno de nuestros 3 dispositivos Apple, 2 teléfonos y un iPad. El propietario, gerente, no nos ayudó e insistió que eran nuestros dispositivos aunque nunca hemos tenido este problema con ningún otro hotel o Internet público. Funcionó sin ningún problema la noche siguiente en el Sheraton. Pagamos \$63 con impuestos incluidos. Tiene buen valor por la ubicación. Estancia cómoda y muy espaciosa aunque la decoración es antigua.

“Muy buena y cómoda estaba”

- •Pareja
- •Apartamento superior de dos habitaciones

⌘ Los propietarios hicieron un trabajo fabuloso en la decoración del lugar y fueron muy serviciales. Hay más lugares para sentarse junto a la fuente y relajarse, al igual que una estancia espaciosa. El propietario estaba disponible para consejos sobre restaurantes, paseos y películas. Tuvimos una excelente estancia.

“Bueno para estancia corta mientras visitaba a mi dentista”

- •Viaje de placer

Translation and analysis

- •Viajero solo
- •Apartamento de una habitación
- •Enviado desde un dispositivo móvil

⌚ No hay balcón o un lugar de esparcimiento al aire libre.

⌚ Las instalaciones de cocina se encuentran cerca de dentistas y otros servicios.

“Limpio, cómodo y de buen valor”

- •Grupo
- •Apartamento de una habitación

⌚ La persona a cargo del personal es angloparlante nativo, sin embargo, otras personas del personal no hablaban mucho inglés. Esto no fue un problema para mí, pero podría ser para otros.

⌚ Visité Costa Rica principalmente para consultar a mi dentista. La ubicación era muy conveniente con respecto a la clínica dental (pude caminar hasta allí en 15 minutos). Los miembros del personal fueron siempre corteses y serviciales al responder a mis preguntas. Había muchos detalles que hacían que el apartamento tuviera buen valor: películas gratis para los huéspedes, Internet inalámbrico gratis en la estancia, cocina completa (en el apartamento donde nos quedamos), dos cuartos de baño (en el apartamento donde nos quedamos), lavadora

Translation and analysis

y secadora en la propiedad. Adicionalmente, hay un centro comercial con un buen supermercado a 10-15 minutos a pie. El centro comercial también tiene un par de restaurantes con buenos precios.

Muy bien

- •Viaje de placer
- •Viajero solo
- •Apartamento de una habitación

4.2 Spanish to English translations

If I'm a migrant...

How can I be an entrepreneur in Costa Rica?

Formalities

Economy

Tips

Handbook for the migrant entrepreneurs in Costa Rica

Introduction

Importance of the handbook

Translation and analysis

Objective and application

Messages from the AVINA foundation

I entrepreneur

Importance

The entrepreneurship consists in a channel of opportunities for professional, social and economic growth of people and communities in any type of environment. Its function lays in the engine of innovation and invigoration of the economy through the creation of business and social projects that solve the needs of society with more efficacy and accessibility.

Nonetheless, the process of entrepreneurship is not easy and there's a complex set of internal and external factors that determine the level of growth of the projects of the entrepreneur. In this point is where lays the importance of providing all possible tools and information for a successful implementation for their ideas and strategies.

According to the report "GEM Costa Rica 2014", an approximate of 11.1% of the adult population is considered as entrepreneur in the early stages. On the other side, according to Encuesta de Hogares (household surveys) of 2014, a 94% of the migrants in the country work in the private sector. Out of that, 20% do it in an informal way, while 64% is formally busy, and a 15% of this last sector is dedicated to private activities, through entrepreneurship.

This data back up the relevant roll that migrant entrepreneur play in Costa Rica and its potential growth as a consistent trigger of opportunities for all population.

The lack of information tends to be the biggest obstacle to formalize any project.

Translation and analysis

Objective

The objective of this handbook is to summarize the basic information that every migrant entrepreneur has to have with a regular migratory condition, in the starting stage and develop an idea for a business with growth potential in Costa Rica.

Application

The defined steps to entrepreneur in Costa Rica and described in this handbook, are the base route for any type of project.

For more information about requirements or special process, you'll find a list of useful links at the end of this document.

The organization “Yo Emprendedor” (I entrepreneur) has included in its vision the importance of acknowledge the roll that every actor plays in the ecosystem of entrepreneurship that are born and developed in the Latin America countries, taking into special consideration Central America.

From Costa Rica, “Yo Emprendedor” boosts the rising of more entrepreneurs and the rising of the success opportunities that they have at the moment of implementing their projects. In this labor, we see the migrant entrepreneur as a key actor for the growth of the regional economy and with the realization of this document, we mark the initial step for an intersectional acknowledge of the needs of the entrepreneur, as well as the boost of opportunities and informational channels for the regular migrant person that has decided to start a project full of challenges as entrepreneur in a foreign country is.

Josué Gutiérrez

Translation and analysis

Project Manager

Yo Emprendedor

Fundación Avina (AVINA Foundation), through its regional strategy of migration, promotes the intraregional work market development to create opportunities of social and labor inclusion. We strive to contribute the economic integration of the migrants in their country of destination by acknowledging their input to the economic development, either by their job or also because they create employment even for national people through entrepreneurship.

This handbook is dedicated to support the regular migrant people labor in Costa Rica that boost or plan to initiate entrepreneurship of business, counting with a basic guidance to strengthen and formalize their activity.

Lil Soto

Programmatic Manager

Fundación Avina

What does it mean to be a migrant entrepreneur?

An entrepreneur person is characterized by developing solutions to needs or problems within a population or consumer group. These solutions have characteristics that answer the taste of its clients and users and require to be directed with innovating models of management and development, to maximize its competitiveness and growth during time.

This is to understand the figure of the migrant entrepreneur, who is a person that took the decision to initiate a project in a country different than their country of origin and that hopes

Translation and analysis

to have a stability level ideal to generate resources that allows them to have a good quality of life.

For the migrant entrepreneur the challenge it's not only formulating and building a successful business. There are external elements that determine the real success potential of their actions, some of them is to adapt themselves to a different culture and economy, and also to understand and fulfill the legal framework applied to the type of business they wish to start.

The access to the information represents a vital way to facilitate for the migrant entrepreneur the process of going from the idea to the action and develop a stable business; because of this, the present handbook will develop the most important points to take into account during the design, implementation and growth of entrepreneurship.

What are the requisites before being a migrant entrepreneur?

Before starting the path of entrepreneurship, you have to know the country's reality, its manners, culture, traditions, taste, and interests, to take into account all these social factors and add them to the product of services that you'll bring to the population.

Having contacts beforehand with people in the country where you're going to, that will provide an exchange of knowledge about the culture and subculture of each region, allows sizing the characteristics of the environment that will surround the entrepreneur and their development of the business idea and its deployment (in this aspect, we need to remark that the entrepreneur has to have a regular migratory condition to start any business in Costa Rica).

Each country has an economy with particular characteristics, as it's also important to take into account the rising economic activities, the ones that have a higher demand or highest bid, the

Translation and analysis

required investment to initiate a service company against the investment to build a local manufacturer, for example.

Having this situation established and clear, the entrepreneur can evaluate the technical knowledge that needs, as well as the human talent that needs to include in his work team to increase the possibilities of success of his entrepreneurship before starting the process.

Investigation of the culture and contact

Local economy and work team

Paperwork in Costa Rica

Glossary

Institutions

Requirements

A migrant is the person that lives in a country in which he didn't born. Any person that fits in this description, including permanent resident, naturalized citizens and undocumented, all of them are migrants.

Key definitions

Migrant person

According to the Organización Internacional de las Migraciones (International Organization for Migration), it is the movement of people from the origin state to other with the purpose of working

Translation and analysis

Labor migration

The migrant people chose to move not because of a direct threat of death or persecution, but mainly to improve their lives to find a job or education, family gathering, or other reasons.

Unlike the refugees, who cannot go back to their country, the migrants receive still the protection of their government.

A refugee is a migrant that escapes from his country of origin because he has suffered or has a justified fear of persecution, violence, and war based in his race, religion, nationality, political view, or any social group in particular.

Who is a refugee?

Migration can be done in a regular manner, in other words, using regular administrative channels to move from one country to the other one.

Irregular migration is the one that is done breaking the admission norms, generally using illegal ways through smugglers (coyotes or pasantes), or also the one that happens when the visa of the migrant person has expired and stays in the country of destination, with an irregular migratory status. A migrant in irregular condition doesn't mean that he's "illegal".

Crossing the border is not a crime but an administrative infraction, so applying the term "illegal" to the irregular migrants is considered as incorrect and at the same time stigmatizes them as criminals or delinquents (CIDEHUM, 2014)

Key terms

Migration in regular or irregular condition

Translation and analysis

It is the sales level of product or services unities, with which is possible to cover the costs and expenses, without producing neither earnings nor losses.

Balance point

In Costa Rica, there's a particular planning to determine the usage that every soil or terrain space can have. The study of feasibility of soil is the verification that a certain activity (for example food sale, manufacturing of furniture or provision of services) can be held in the place where it's planned to stablishing the business.

Key definitions

Study of soil feasibility

It's the investigation of the target market or public characteristics to which it's planned to offer the product or service. Tastes, interests, behavior, prices willing to pay, and other information is compiled to this initial investigation, where the level of potential demand is identified (the quantity of products that the customers demand) and the actors that are part of the competitors, weather direct or indirect (not same products, but they are substitutes of the ones I offer to my customers).

The margin of gain represents the percentage of utilities or gain that is generated by the sale of a unity of product or service. In other words, if a glass is sold by \$5 and the producing cost is \$1, there's a gain of \$4 per glass. This represents a margin of gain of the 80%.

Market study

Margin of gain

Translation and analysis

Framework of Government Institutions and its Functions

Registro Nacional (National Registry)

Municipalidad (Municipality)

Dirección General de Tributación (State Administration of Taxation)

It's the institution in charge of collecting taxes to people or companies with economic activities.

It's the governmental entity in charge of receiving the registration of legal person (companies).

Public entities that manage each and every one of the 81 counties (city halls) that exist in Costa Rica

Caja Costarricense del Seguro Social CCSS (Costa Rican Department of Social Insurance)

Institution in charge of the administration of health centers in the country and the recollection of the workers and employers contributions for social security.

Instituto Nacional de Seguros (National Insurance Institute)

It's an insurance of public capital that provides protection to all employed people in the country.

Framework of governmental institutions and its functions

Ministerio de Salud (Ministry of Health)

Dirección de Migración y Extranjería (General Directorate of Migration and Alienage)

Translation and analysis

Ministerio de Trabajo y Seguridad Social (Minister of Labor and Social Security)

Government minister that seeks for the accomplishment of the labor guarantees that are provided to all people that work in the country.

It's a government minister that seeks the sanity and accomplishment of health dispositions in the economic activities of the country.

It's a public authority in charge of providing services of migratory regulation to foreign people.

Ministerio de Economía, Industria y Comercio (Ministry of Economy, Industry and Commerce)

This entity is in charge of providing the micro, small, and medium enterprises, all information that they need to know within the economic environment of the country.

Instituto Nacional de la Mujer (National Institute for Women)

INAMU (Instituto Nacional de la Mujer) is a public institution that promotes and protects the human rights of the women.

Summary of steps to take to formalize a project in Costa Rica

The formalization procedures are necessary to ensure the solidity of any business or project.

It's important to accomplish them because there are a lot of companies closed because of non-compliance of these requisites, or also, they cannot access opportunities of growth to function in the informal business.

Translation and analysis

Request certification of soil usage

Obtain Deed of society

Registration of society

Inscription of the tax administration

Inscription in C.C.S.S and I.N.S

Application for the operating premise to M.S

Application for Municipal Patent

Request certification of soil usage

- Application form of urban permit (original). This application is given in the Town Hall and is filled at the moment of request.

- Survey map of the physical space where the business will be located, privately own or rented (original + 3 copies)

A received voucher with which the certification of soil usage is withdrawn in a week.

The waiting and resolution time varies according to the town hall in each county. Nonetheless, between the moments of request to the final reception of the certification, 8 days usually pass.

This step is important because in each county of the country there's a regulatory plan that allows or not the development of commercial, habitational or industrial activities for each soil in particular. This procedure is always required to legalize any company because it ensures that the physical space that will be used is allowed to operate the economic activity of the

Translation and analysis

business. If the business is developed from home, it's important to do this procedure as well to be sure that the physical space can be used to sell or manufacture goods.

Town Hall of the county where the headquarters of the project or company are located.

Where to go?

Which are the requisites?

How do I get it?

How long will the procedure last?

Additional information

Some Town Halls have webpage

Phone books or search via internet

Most of the Town Halls have email addresses

Obtain Deed of society

Notaries are professionals in charge of writing and formalizing the deed of a society. They take approximately 3 days to deliver the deed, edict, and daily report card with signature and stamp. The prices go from \$200 to \$300.

Payment for approximately \$100 can be done in the bank branch of Banco de Costa Rica for the reason of registry rights and the deed made by the notary must be presented. This is a requisite for the next step.

Translation and analysis

It's important to mention that many of the notaries offer a complete package of services that includes the need. Its presentation to National Registry (Registro Nacional), and the cancellation of all registration rights, for which they charge a higher amount to the fees (\$700 - \$800 in total)

Compare the fee between several notaries for this paperwork and always check that all documents have the elements for the authentication that National Registry requires (check their webpage).

Through the link: www.registronacional.go.cr, you can check if there's availability to register certain name for a company or any type of legal person.

Step #1: check name availability

Step #2: obtain deed of constitution

Step #3: pay the registration rights and stamps

Additional information

Advices

www.registronacional.go.cr

(506) 220-20-800.

webmaster@rnp.go.cr

Registration of the Company

Translation and analysis

The documents granted by the notary shall be presented to the National Registry together with the proof of payment of the registration rights and stamps. Within 8 days, the Deed can be withdrawn already registered.

Also, in the National Registry and after the step #3, the final process documents with the name of the company, legal certificate and certification and report bill for the certification must be withdrawn. This paperwork lasts 25 minutes.

The step #3 of this paperwork can also be made in a digital way through the following link:
www.rnpdigital.com/shopping/login.jspx

Each certification that is required has a fee of 2,800 colones (approximately \$6)

Read at National Registry all associated fee for the registration rights and stamps, and the form of payment.

At Banco de Costa Rica networks, the payment of approximately \$100 can be done for the rights of registration and the deed issued by the notary must be presented. This is a requisite for the following step.

Step #1: payment of the registration and stamps

Step #2: presentation of the Deed

Step #3: certification of legal status

Additional information

Advices

www.registronacional.go.cr

Translation and analysis

(506) 220-20-800.

webmaster@rnp.go.cr

Inscription at Tax Administration

- Application form D-140 (must be filled at the moment of the paperwork process)
- Certification of legal status
- Clear copy and original version of the passport of the legal representative of the company

From half an hour to two hours. It is recommended to do it early in the morning as there are less people.

Proof of tax registration. This document is highly important and it allows the company to complete sales with stamped bills .

This step doesn't have a fee.

This procedure can be done at any of the Tax Administration in the country. There's one in each county except at San Jose, the capital city, where there are two offices.

Where to go?

Which are the requisites?

Which is the processing time?

What is obtained?

Additional information

Translation and analysis

www.haciendadigital.go.cr/tribunet/principal.html

(506) 2547-00-00

infoyassistencia@hacienda.go.cr

Registration at C.C.S.S and I.N.S

- Request of registration at CCSS as legal employer (form that is filled at the moment of making the paperwork)
- Deed and Certification of legal status
- Invoice of electricity or water services, with the business location
- Document of identity (copy)

The presentation of the registration request lasts around half an hour. Nonetheless, to obtain the approval of the CCSS, an inspector will visit the workplace to verify the data and labor conditions, within the following month of the request.

This step doesn't have a fee and is done at the offices of inspection of CCSS at San Jose, Central County.

The Company must have a local, office or administrative headquarters to receive the approval, as well as payed employees who have an established schedule and be dependent.

This process is only needed to companies that are planning to hire payed staff and not for professional services. It's needed to ensure all employees and to understand the process of payroll report that must be done month by month.

Translation and analysis

Step #1: registration at CCSS as legal employer

Which are the requirements at CCSS?

Which is the duration of the process?

Additional information

Advices

www.ccss.sa.cr/

(506) 2539-1025 / 2539-1026 / 2522-3006

corresdi@ccss.sa.cr

Registration at C.C.S.S and I.N.S

- Form with the company information and each of its employees (salary, working hours, schedule, name and identity card number). Check webpage
- Registration of legal status
- Invoice of electricity or water services, with the business location
- Document of identity (copy)

It takes approximately 40 minutes. The registration process can be expedited if the forms are downloaded from the webpage of the INS and are provided already filled and signed by the company representative.

Translation and analysis

Payment for the policy can be made every 3 months, 4 months or each year. The amount is calculated over the total of salaries of all company employees and it increases according to the type of work that it's done, as the riskier the job is, the higher the paid policy.

This process cannot be bypassed, as it's a requirement for other processes to have the risk policy of the INS. It can be done at any of the buildings of the INS throughout the country.

Every paid person in Costa Rica must be registered at CCSS and must also have a risk policy in the place of work, according to the current law. Due to this, the payment of this policy is required at the moment of hiring staff.

Step #2: obtaining the INS risk policy

Which are the requirements at INS?

How long does this process take?

Fee of the process

Advices

www.ins-cr.com

(506) 2287-6000

contactenos@ins-cr.com

Request for operating license of the Health Ministry

Translation and analysis

According to the area where the company is located, the representative must go to the appropriate Health Ministry, to present the request with the corresponding form, which is given at the moment of the request.

Once the request is approved, a document that certifies that the company has the operating license given by the Ministry of Health must be withdrawn. This document is important, as it's a requisite for a following process for the municipal license.

The duration of the process, from the moment of request to the moment of approval may vary according to the regional location. It's important to consult and be sure of all fees before starting; this can be done through the webpage of the Ministry of Health.

For business of cosmetic or nourishment products manufacturing, as well as restaurants or "sodas", there's a special regulation that must be consulted through the ways of direct contact with this Ministry.

At the Banco Nacional de Costa Rica the payment for this license can be done. The amount to pay varies according to the type of established business. Also, at the same bank revenue stamps and lawyer stamps can be purchased for further processes.

Step #1: pay sanitary permit

Step #2: present the form

Step #3: withdrawn

Additional information

Advices

Translation and analysis

www.ministeriodesalud.go.cr

(506) 2223-0333

consultas@ministeriodesalud.go.cr

Request for municipal patent

- Form for request for municipal patent
- Registration of legal status
- Registration of soil usage (original and copy)
- Sanitary permit for operation (original and copy)
- Contract and constancy for risk policy of work (original + copy)
- Lawyer stamp (obtained in step #1 of the previous process)
- Document of identity (copy)

The patent request can take 40 minutes. Nevertheless, from the request to the resolution can take 8 to 30 days, according to the Town Hall where it's being processed.

Occasionally, this process can seem delayed, this is why we recommend planning it and consulting with the Town Hall any special specification that may be required, according to the type of company.

This process is done in the Town Hall where the business has operations.

Where to go?

Translation and analysis

Which are the requirements?

How long does the process take?

Advices

Some Town Halls have webpage

Phonebooks or internet search

Most of the Town Halls have email addresses.

Economic context

Profile of Costa Rican consumer

Characteristics of Costa Rican industry and economy

Main Social and Economical characteristics of Costa Rica by county

Costa Rica develops a wide variety of economic activities that are concentrated in the central area of the country

—

4,8

Millions

Total population:

Costa Rican Economic Sectors

Translation and analysis

This sector is integrated by operating activities of natural resources to generate raw materials.

In the country economy, this sector has less participation (approximately 6% of the GDP) and its main activities are the agriculture and cattle rising. It's characterized for requiring high levels of investments and it's directly affected by the effects of climate change.

Primary sector

Secondary sector

The industrial sector has grown during the last decades. Its specialization has been based in the production of technological components for its export; nonetheless, the rising of the production costs in the country has slow investments in this industry. The most develop activities have been the manufacturing of nourishment products, manufacturing of technical components for specialized equipment and building.

Third sector

Also known as services sector, the one with the highest participation in the Costa Rican economy (it approaches to the 73% of the GDP). At the same time, this sector has the most growth by the increase of service need that is given to national and foreign companies.

The specialization of the human talent and the relative low investment required to initiate a business encourage the acceleration of this sector.

Rising sector:

Services to consumers and companies

Medical, educational, touristic, and professional services are the highlighted ones

Translation and analysis

There's a large diversity of this services according to the population and territorial sectors where the market needs are taken care.

Year by year, the sector has incorporated a rising dynamic, basing itself in the increasing needs of efficient services with added value to satisfy the needs of consumers that are not necessarily composed by the general population, but for companies and organizations with specific needs and with a strategy of process outsourcing.

Why does this sector have a bigger growth?

The current development of new companies and business is oriented to outsource the most of operations to be able to focus in the main activities and its managing strategy.

This represents an opportunity to offer innovating services to the population and companies, joined with valuable elements that make an appealing proposal to summon clients.

Consulate sources:

- KPMG, Costa Rica: attraction of sources to the Service sector. <http://goo.gl/vkbqro>

- MEIC, Economic Growth opportunity outside the GAM (Great Metropolitan Area).

<http://goo.gl/LsIWdM>

- La Nación, Costa Rica breaks record in service sales to foreign companies.

<http://goo.gl/oq0ZBA>

- La Nación, Costa Rica tops rising of services at isthmus. <http://goo.gl/WPZfGc>

Profile of Costa Rican consumer

Translation and analysis

The Costa Rican consumer is generally attracted by innovating products and services which are also practical and help with the daily needs. This is applied to industries such as: communication, transport and messaging services, professional services, devices, household articles, medical and nourishing care, among others.

This makes any new entrepreneurship to be competitive, not only on the price or on the service offered, but also in the relation with the customer, the commercialization, model of business and its value proposal, this is why it's needed to carefully study the culture of certain community or region before developing any company.

Each community, village, city, and county of the country has unique characteristics that must be taken into account at the moment of making the business strategy. It's also important to know the social and economic conditions, ages, educational level and dynamic of its local economy. This information will be vital to adapt the business strategy and to increase the growth potential

Consulate sources:

- El Financiero, list "Consumer profile 2015". <http://goo.gl/UgRTIj>
- El Financiero, the route that the Costa Rican consumer takes. <http://goo.gl/ftHmlx>
- Red 506, Costa Rican usage of the Internet and social networks. <http://goo.gl/iY5PUI>

Main challenges to entrepreneur in Costa Rica

What my customers are seeking? Which are their tastes? Is the product I offer really adjusted to the target market needs and wish? All of these questions are the base to obtain the source

Translation and analysis

market information that allows developing products and services to be sold fast and at a convenient price for the business utilities.

This is an important and fundamental challenge, because an entrepreneurship won't be successful if it doesn't follow the market needs. Listening the clients before any investment, production, and even beginning any project is a vital step to avoid unnecessary failures, mainly for a migrant entrepreneur who's not familiar with the culture and behavior of Costa Rican consumers. To identify the target market, get to know it, investigate it, and adapt yourself to it, its costumes, tastes, and interests.

To reach the sales level enough to cover expenses and recover the investment.

The "balance point" represents without doubt a challenge to any entrepreneur. It's important to acknowledge that, to reach this point, according to each case in particular, it can take up to two years of operation, and this is why the entrepreneur must be advised to analyze the financial picture, so he can design a contingency plan in case that any of the economic resources are depleted.

Source of interest to know more about these challenges:

Global Entrepreneurship Monitor - Costa Rica 2014: <http://catedrainnovacion.ucr.ac.cr/GEM-C4-2014.pdf>

Advices to become an entrepreneur

Advices on paperwork

How to reach cost effectiveness?

Translation and analysis

Logistics

Advices on paperwork

Natural person or legal entity?

A personally own business, in other words, under the name of a natural person, has the advantage of having less complexity regarding the needed paperwork to formalize. This motivates people to prefer to opt with this option rather than going through the process of creating a society or a legal entity, together with related fees.

On the other hand, a formalized business as a legal entity has two important advantages:

It screens a better reliability to potential clients. For example, it's more formal to present an invoice under the name of the Company "Productos Alimenticios S.A." than an invoice under the name of the person "Maria Piedra Orozco".

Any person, national or foreign, can create a company in Costa Rica. Only a passport is needed to formalize a company and make the paperwork under the name of the LEGAL entity or company, and not necessarily under the name of the entrepreneur. Nonetheless, the person that makes the inscription must have a temporal visa that allows him to work, or also, a permanent visa, a work permit or having the refugee condition.

Important notice:

The entrepreneur must have a regularized migratory condition that allows him to work for a company or to dedicate to own entrepreneurship. Obtaining this condition can take several months of paperwork.

Translation and analysis

Advices on paperwork

What is recommended to enter Costa Rica and perform an economic activity?

The General Directorate of Migration and Alienage (Dirección General de Migración y Extranjería Dirección General de Migración y Extranjería) is the entity in charge of processing the arrivals to the country coming from foreign countries, as well as their migratory conditions.

In Costa Rica, if a foreign person wishes to work for a company or, also, to create his own, must have work permit. This requisite is vital, because if a person arrives to the country and practices economic activities without having this permit, he can be deported. In the following link, there's a detail on the current permits:

<http://www.migracion.go.cr/extranjeros/permisos.html>

Also, there are identity documents of temporary residency. These identity documents allow the wearer to practice economic activities in case the temporary residence is issued under the following cases:

Temporal residency as an investor

Temporal residency as a rentier

Temporal residency as spouse of a Costa Rican person

In this link there's a detail of the requisites for each case, also there are the communication channels to attend any question:

["http://www.migracion.go.cr/extranjeros/residencias.html"](http://www.migracion.go.cr/extranjeros/residencias.html)

Translation and analysis

On the other hand, people with permanent residency identification (case also noted in the previous link), and foreign people that have the refugee condition, can develop economic activities in Costa Rica without specific restrictions.

Advices on paperwork

Which is the ideal moment to formalize a business?

The ideal moment to start the process is compound in specific variable in each project.

Nonetheless, there are key components that are defined by the current law and the growth of the business idea:

1. Complete definition on what is going to be sold and that there's an unfulfilled request for this good or service.
2. Having clearness on how the required investment will be financed (savings, financing, investors, among others).
5. Group a work team with which the functions will be delegated
6. Have already a defined office, space, or local where to operate.
7. Find out the specific requirements that apply to manufacturing or commercialization projects of special products.
3. Having a clear projection of expenses and sales that allow knowing the required investment and the time term that will take to recover this investment.
3. Having the basic requirements for each process.
4. Having a regular migratory status.

Translation and analysis

How to find cost effectiveness at entrepreneurship?

Factor #1: realizing the expenses

Which is the real cost of a product?

Many entrepreneur do not take into account the elements of the cost of their product, and because of this, they calculate the wrong earnings. It's important to remember that the cost of everything integrates of

Raw material

Manufacturing cost

Workforce

Indirect costs

Common mistakes:

- Not counting the time cost that takes manufacturing a product or providing a service
- Not counting the cost of public services and space used to manufacturing

Advices:

- Having a control of incomes and expenses for accounting purposes
- Delegating trustworthy people administrative, cost, and accounting functions, because they require dedication

How to find cost effectiveness at entrepreneurship?

Translation and analysis

Factor #2: a good selling price

How to calculate it?

An ideal selling price is the one that combines the balance of the two following elements:

- Selling price with margin

It's vital to know which the manufacturing cost of a certain product is or the cost related to providing a service; because basing on this cost, a margin can be added, determining a selling price. The percentage of this margin is listed in the following element.

Formula:

$$PV = Cu * (1 + \%)$$

PV: final selling price

Cu: unity cost of manufacturing

%: profit margin in percentage

- Competitive price

It's always important to take into consideration the market information in which you're competing. Price doesn't always have to be less than from a competitor, it depends in if consumers are satisfied with the proposal that are having.

Note:

It's recommended to orientate sales to large companies or entities that can make high volume purchases of merchandise. This allows a better grow.

Translation and analysis

Logistic: resources and distribution

Essential resources to start a company

- Human resource

The process of entrepreneur a business must not be developed by a single person. The owner of a business with growth possibilities must assume the task of decision making and productive processes. Accounting, marketing, paperwork, and commercialization, are examples of tasks that should be delegated to a team of trustworthy people who are committed to the project.

- Legal resource (basic and special paperwork)

According to the type of company and economic activity type, Costa Rica applies a basic law to regulate all business, from a legal, tax, work, and economic angle, and soil feasibility to use it with productive purposes.

Nonetheless, there are special regulations applied by the Ministry of Health, the State Phytosanitary Service (Servicio Fitosanitario del Estado), the National Service of Animal Health (Servicio Nacional de Salud Animal), and the National Technical Secretariat (Secretaria Técnica Nacional), for cases where there are goods being manufactured, or performing operations that might potentially harm human beings, animals, or the ambiance.

In this topic, it's advised to seek instructions with professionals, investing in human talent and always acknowledge each person's work with an acceptable payment, under the regulatory framework that runs in Costa Rica.

Logistic: resources and distribution

Translation and analysis

Essential resources to start a company

- Raw material and physical space

Other essential element to entrepreneur, it's identify the right providers to manufacturing or commercializing certain goods. It's important to select agile providers, with good reputation, trackable experience, and that offer good quality and price, to ensure the company's productivity.

In this case, a physical space must also be selected with a lot attention in details: location, cost, offered services, condition of the physical location, security, and if it fulfills with the special requirements that the institutions such as Ministry of Health may request. It's important to check with the institutions the regularization that applies in each case before selecting the physical space.

- Commercialization resource

How can we get the product to our client? According to the market request, the commercialization channels must be oriented for each company. The key is this to be convenient, agile, and economic, so the client can receive an excellent service.

Commercialization via Internet is rising in Costa Rica; the products are delivered to the client via delivery platforms such as Correos de Costa Rica. This boom is related with an important increase of users that now are making their purchases from their computers or cellphones, so the study of these communication ways is relevant.

Links and contact

Sources of interest

Translation and analysis

Costa Rican government (Gobierno de Costa Rica)

- National Registry (Registro Nacional)

www.rnpdigital.com

- State Administration of Taxation (Dirección General de Tributación)

www.hacienda.go.cr

- CCSS

www.ccss.sa.cr

- Instituto Nacional de Seguros

www.ins-cr.com

- Ministry of Health (Ministerio de Salud)

www.ministeriodesalud.go.cr

- General Directorate of Migration and Alienage (Dirección de Migración y Extranjería)

www.migracion.go.cr

- Ministry of Labor (Ministerio de Trabajo)

www.mtss.go.cr

- Ministry of Economy, Industry and Commerce (Ministerio de Economía, Industria y Comercio)

www.meic.go.cr

Translation and analysis

Embassies

- Embassy of Nicaragua

www.embassypages.com/embajada5994/

- Embassy of Colombia

<http://costarica.embajada.gov.co>

- Embassy of Mexico

<https://embamex2.sre.gob.mx/costarica>

- Embassy of Honduras

www.embajadahonduras.co.cr

- Embassy of El Salvador

embajadacostarica.rree.gob.sv

Sources of interest

- Association Yo Emprendedor

www.yoemprendedor.net

- National Network of Incubators

www.pyme.go.cr/cuadro6.php?id=1

- Impactico

Translation and analysis

www.impactico.org

- CAMTIC

www.camtic.org

- Founder Institute

www.facebook.com/ficostarica

- Asociación de Empresarios Colombianos en Costa Rica (Association of Colombian Entrepreneurs in Costa Rica)

www.aecol.cr

- Asociación de Migrantes Nicaragüenses en Costa Rica (Association of Nicaraguan migrants in Costa Rica)

Email: jagoma4@yahoo.es

- Asociación de Emprendedores Mexicanos en Costa Rica (Association of Mexican Entrepreneurs in Costa Rica)

www.emprendedoresmexicanoscr.com

Organizations that supports migrant entrepreneurs

Law firm

- Arias and Muñoz

www.ariaslaw.com

Translation and analysis

- Inmigrationservices.cr

www.inmigrationservicescr.com

- Ara-Law

www.aralaw.cr

- Meléndez and Bonilla

www.costaricaimmigration.com/espanol/immigration.htm

- Costa Rica Law

<http://costarica-law.com>

- Costa Rica Immigration Experts

www.crimmigrationexperts.com

(Check rates)

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Translation and analysis

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Chapter V

Data Analysis

In the present chapter, the analysis and interpretation of the data gathered from the translations from Spanish into English and from English into Spanish will be held. This analysis will include the incidence of the following translation procedures: transposition, modulation, reduction and expansion, explicitation, literal translation, false cognates, compensation, equivalence, adaptation, borrowing, calque, sentence inversion, Greek and Latin words, and punctuation changes. These procedures were explained in Chapter II. Also, in this chapter, the glossaries related to the translations from Spanish into English and from English into Spanish will be presented.

5.1 Analysis and Interpretation of the Results

In this section, the analysis of the translated texts from Spanish into English and from English into Spanish will be provided along with the interpretation of the results from these analyses.

5.1.1 Text Analysis

The text analysis will be performed in the source texts. The following aspects of the analysis of the text, based on Newmark (1988), will be taken into account: style, stylistic scale, scale of generality or difficulty, emotional tone, function, and type of translation used. This analysis will be illustrated in the table below.

Analysis	Spanish-English Texts	English-Spanish Texts
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Translation and analysis

Text Function	Informative and vocative	Informative and vocative
Text Style	Narrative, description, and argumentative	Narrative, description, and argumentative
Stylistic Scale	Neutral	Informal, formal
Scale of Generality or Difficulty	Educated, neutral	Popular, educated
Scale of Emotional Tone	Factual	Factual
Type of Translation	Communicative	Communicative

Table 1 Analysis of the texts translated. Source: Researcher's own creation.

According to these results and based on the previous research of literature, the translated texts are composed by different aspects. These texts offer a wide variety of subjects and they are directed to readers going from casual readers to educated readers. All texts were translated based on the communicative approach, so the readers can understand the target language text the same way as the source text readers can.

5.1.2 Color coding

The color coding will consist in the analysis of 15 paragraphs per language of approximately 100-125 words from the source text and its correspondence into the target language. The following will be the color code used for the different translation procedures: transposition, modulation, reduction and expansion, explicitation, literal translation, false cognates, compensation, equivalence, adaptation, borrowing, calque, sentence inversion, Greek and Latin words, and punctuation changes.

Translation and analysis

5.1.2.1 Color coding for the text from Spanish into English

Paragraph 1

El emprendimiento constituye un canal de oportunidades para el crecimiento profesional, social y económico de personas y comunidades en cualquier tipo de entorno. Su función radica en ser el motor de la innovación y la dinamización de la economía, a través de la creación de negocios y proyectos sociales que solventan las necesidades de la sociedad con mayor eficiencia y accesibilidad.

Sin embargo, el proceso de emprender no es fácil y hay un complejo conjunto de factores internos y externos al emprendedor que determinan el nivel de crecimiento de sus proyectos. Es allí donde radica la importancia de proveerle de todas las herramientas e información posible para una exitosa implementación de sus ideas y estrategias.

Translation of paragraph 1

The entrepreneurship consists in a channel of opportunities for professional, social and economic growth of people and communities in any type of environment. Its function lays in the engine of innovation and invigoration of the economy through the creation of business and social projects that solve the needs of society with more efficacy and accessibility.

Nonetheless, the process of entrepreneurship is not easy and there's a complex set of internal and external factors that determine the level of growth of the projects of the entrepreneur. In this point is where lays the importance of providing all possible tools and information for a successful implementation for their ideas and strategies.

Translation and analysis

Paragraph 2

Según el informe "GEM Costa Rica 2014", se estima que el 11.1% de la población adulta se considera emprendedora en etapas iniciales. Por otro lado, de acuerdo con la Encuesta de Hogares del 2014, un 94% de los migrantes en el país trabaja en el sector privado. De ellos, el 30% lo hace de manera informal, mientras que un 64% está ocupado formalmente, y un considerable 15% de este último sector se dedican a actividades propias, por medio de emprendimientos.

Estos datos validan el papel relevante que desempeñan los emprendedores migrantes en Costa Rica y su potencial crecimiento como continuo detonador de oportunidades para toda la población.

Translation of paragraph 2

According to the report "GEM Costa Rica 2014", an approximate of 11.1% of the adult population is considered as entrepreneur in the early stages. On the other side, according to Encuesta de Hogares (household surveys) of 2014, a 94% of the migrants in the country work in the private sector. Out of that, 30% do it in an informal way, while 64% is formally busy, and a 15% of this last sector is dedicated to private activities, through entrepreneurship.

This data back up the relevant roll that migrant entrepreneur play in Costa Rica and its potential growth as a consistent trigger of opportunities for all population.

Paragraph 3

Desde Costa Rica, Yo Emprendedor impulsa el surgimiento de más emprendedores y el aumento de las oportunidades de éxito que tienen a la hora de implementar sus proyectos. En

Translation and analysis

esta labor, visualizamos al emprendedor migrante como un actor clave para el crecimiento de las economías regionales y con la realización de este documento, marcamos el paso inicial para un reconocimiento intersectorial de las necesidades del emprendedor, así como la detonación de oportunidades y canales de información para la persona migrante regular que ha decidido iniciar un proyecto lleno de retos como lo es emprender en un país extranjero.

Translation of paragraph 3

From Costa Rica, “Yo Emprendedor” boosts the rising of more entrepreneurs and the rising of the success opportunities that they have at the moment of implementing their projects. In this labor, we see the migrant entrepreneur as a key actor for the growth of the regional economy and with the realization of this document, we mark the initial step for an intersectional acknowledge of the needs of the entrepreneur, as well as the boost of opportunities and informational channels for the regular migrant person that has decided to start a project full of challenges as entrepreneur in a foreign country is.

Paragraph 4

¿Qué significa ser emprendedor migrante?

Una persona emprendedora se caracteriza por desarrollar soluciones a necesidades o problemas dentro de una población o grupo de consumidores. Estas soluciones tienen características que responden a los gustos de sus clientes y usuarios, y requieren ser encaminadas con modelos innovadores de gestión y desarrollo, para maximizar su competitividad y crecer en el tiempo.

Translation and analysis

Esto es importante para entender la figura del emprendedor migrante, quien es una persona que tomó la decisión de iniciar un proyecto en un país diferente a su país de origen y que espera alcanzar un nivel de estabilidad idóneo para generar recursos que le permitan tener una buena calidad de vida.

Translation of paragraph 4

What does it mean to be a migrant entrepreneur?

An entrepreneur person is characterized by developing solutions to needs or problems within a population or consumer group. These solutions have characteristics that answer the taste of its clients and users and require to be directed with innovating models of management and development, to maximize its competitiveness and growth during time.

This is to understand the figure of the migrant entrepreneur, who is a person that took the decision to initiate a project in a country different than their country of origin and that hopes to have a stability level ideal to generate resources that allows them to have a good quality of life.

Paragraph 5

Para el emprendedor migrante el reto no solo se basa en formular y construir un negocio exitoso, ya que también existen elementos externos que determinan el potencial de éxito real de sus acciones, entre los que se encuentran el adaptarse a una cultura y economía diferentes, así como entender y cumplir con el marco legal aplicado según el tipo de negocio que se desea iniciar.

Translation and analysis

El acceso a la información representa una vía vital para facilitar al emprendedor migrante su proceso de pasar de la idea a la acción y desarrollar un negocio estable; por lo que en el presente Manual se presentarán los componentes más importantes a tomar en cuenta durante el diseño, implementación y crecimiento del emprendimiento.

Translation of paragraph 5

For the migrant entrepreneur the challenge it's not only formulating and building a successful business. There are external elements that determine the real success potential of their actions, some of them is to adapt themselves to a different culture and economy, and also to understand and fulfill the legal framework applied to the type of business they wish to start.

The access to the information represents a vital way to facilitate for the migrant entrepreneur the process of going from the idea to the action and develop a stable business; because of this, the present handbook will develop the most important points to take into account during the design, implementation and growth of entrepreneurship.

Paragraph 6

Cada país tiene una economía con características particulares, por lo que también es importante contemplar las actividades económicas con mayor auge, las que concentran una mayor demanda o una mayor oferta, la inversión requerida para iniciar una empresa de servicios versus la inversión para construir un local de fabricación, por ejemplo.

Ya con este panorama claro, el emprendedor puede evaluar los conocimientos técnicos que requiere, así como el talento humano que necesita incluir en su equipo de trabajo para elevar las posibilidades de éxito de su emprendimiento antes de iniciar el proceso.

Translation and analysis

Investigación de la cultura y contacto

Economía local y equipo de trabajo

Translation of paragraph 6

Each country has an economy with particular characteristics, as it's also important to take into account the rising economic activities, the ones that have a higher demand or highest bid, the required investment to initiate a service company against the investment to build a local manufacturer, for example.

Having this situation stablished and clear, the entrepreneur can evaluate the technical knowledge that needs, as well as the human talent that needs to include in his work team to increase the possibilities of success of his entrepreneurship before starting the process.

Investigation of the culture and contact

Local economy and work team

Paragraph 7

La migración se puede realizar de forma regular, es decir, utilizando los canales administrativos regulares para ingresar de un país a otro.

La migración irregular es aquella que se realiza infringiendo las normas de admisión, generalmente por vías ilícitas a través de traficantes (coyotes o pasantes); o también aquella que se da cuando a la persona migrante se le ha vencido su visado y permanece en el país receptor, con un estatus migratorio irregular. Un migrante en condición irregular no significa que sea “ilegal”. Cruzar una frontera no es un crimen sino una infracción administrativa, por

Translation and analysis

lo que aplicar el término “ilegal” a los migrantes irregulares se considera incorrecto y que a la vez los estigmatiza como criminales o delincuentes (CIDEHUM, 2014).

Translation of paragraph 7

Migration can be done in a regular manner, in other words, using regular administrative channels to move from one country to the other one.

Irregular migration is the one that is done breaking the admission norms, generally using illegal ways through smugglers (coyotes or pasantes), or also the one that happens when the visa of the migrant person has expired and stays in the country of destination, with an irregular migratory status. A migrant in irregular condition doesn't mean that he's “illegal”. Crossing the border is not a crime but an administrative infraction, so applying the term “illegal” to the irregular migrants is considered as incorrect and at the same time stigmatizes them as criminals or delinquents (CIDEHUM, 2014).

Paragraph 8

Investigación de las características del mercado o público meta al que se planea ofrecer un producto o servicio. Gustos, intereses comportamiento, precios dispuestos a pagar y demás información es recopilada en esta investigación inicial, donde también se identifica el nivel de demanda potencial (la cantidad de producto que los clientes demandan) y los actores que forman parte de la competencia, sea esta directa o indirecta (productos no iguales, pero que son sustitutos del que ofrezco a mis clientes).

El margen de ganancia representa el porcentaje de utilidades o ganancias que se genera por la venta de una unidad de producto o servicio. Es decir, si se vende un vaso a \$5 y el costo

Translation and analysis

de producirlo es de \$1, existe un ganancia de \$4 por vaso. Esto representa un margen de ganancia del 80%.

Translation of paragraph 8

It's the investigation of the target market or public characteristics to which it's planned to offer the product or service. Tastes, interests, behavior, prices willing to pay, and other information is compiled to this initial investigation, where the level of potential demand is also identified (quantity of product that customers demand) and the actors that are part of the competitors, weather direct or indirect (they are not the same products, but they are substitutes of the ones I offer to my customers).

The margin of gain represents the percentage of utilities or gain that is generated by the sale of a unity of product or service. In other words, if a glass is sold by \$5 and the producing cost is \$1, there's a gain of \$4 per glass. This represents a margin of gain of the 80%.

Paragraph 9

Ministerio gubernamental que vela por el cumplimiento de las garantías laborales que se le otorgan a todas las personas que trabajan en el país.

Ministerio gubernamental que regula la sanidad y el cumplimiento de las disposiciones de salud en las actividades económicas del país.

Órgano público encargado de proveer servicios de regularización migratoria para personas extranjeras.

Ministerio de Economía, Industria y Comercio

Translation and analysis

Esta entidad es la encargada de facilitarle a las micro, pequeñas y medianas empresas, toda la información que requieren conocer dentro del entorno económico del país.

Instituto Nacional de la Mujer

El INAMU es una Institución Pública que promueve y protege los derechos humanos de las mujeres.

Translation of paragraph 9

Government minister that seeks for the accomplishment of the labor guarantees that are provided to all people that work in the country.

It's a government minister that seeks the sanity and accomplishment of health dispositions in the economic activities of the country.

It's a public authority in charge of providing services of migratory regulation to foreign people.

Ministerio de Economía, Industria y Comercio (Ministry of Economy, Industry and Commerce)

This entity is in charge of providing the micro, small, and medium enterprises, all information that they need to know within the economic environment of the country.

Instituto Nacional de la Mujer (National Institute for Women)

INAMU (Instituto Nacional de la Mujer) is a public institution that promotes and protects the human rights of the women.

Translation and analysis

Paragraph 10

Este paso es importante, debido a que en cada cantón del país hay un plan regulador que permite o no el desarrollo de actividades comerciales, habitacionales o industriales para cada terreno en particular. Este trámite siempre es requerido para legalizar cualquier empresa, ya que asegura que el espacio físico que se utiliza, está permitido para operar la actividad económica del negocio. En caso de que el negocio se realice desde una casa, es importante igualmente realizar este trámite para cerciorarse que ese espacio físico puede usarse para vender o fabricar bienes.

Municipalidad del cantón donde se encontrará ubicada la sede principal del proyecto o empresa.

Translation of paragraph 10

This step is important because in each county of the country there's a regulatory plan that allows or not the development of commercial, habitational or industrial activities for each soil in particular. This procedure is always required to legalize any company because it ensures that the physical space that will be used is allowed to operate the economic activity of the business. If the business is developed from home, it's important to do this procedure as well to be sure that the physical space can be used to sell or manufacture goods.

Town Hall of the county where the headquarters of the project or company are located.

Paragraph 11

Los notarios son los profesionales encargados de redactar y formalizar la escritura de constitución de una sociedad. Duran aproximadamente 3 días para entregar la escritura de

Translation and analysis

constitución, texto del edicto, boleta de diario con firma y sello. Tiene un costo de entre \$200 a \$300.

En las sedes del Banco de Costa Rica se realiza el pago de aproximadamente \$100 por el concepto de derechos de registro y se debe llevar la escritura de constitución realizada por el notario. Esto es requisito para el siguiente paso.

Es importante mencionar que muchas veces los notarios ofrecen un paquete completo de servicios que incluye la redacción de la escritura, su presentación ante el Registro Nacional y cancelar derechos de registros, por lo cual cobran un monto mayor de honorarios (\$700 - \$800 en total).

Translation of paragraph 11

Notaries are professionals in charge of writing and formalizing the deed of a society. They take approximately 3 days to deliver the deed, edict, and daily report card with signature and stamp. The prices go from \$200 to \$300.

Payment for approximately \$100 can be done in the bank branch of Banco de Costa Rica for the reason of registry rights and the deed made by the notary must be presented. This is a requisite for the next step.

It's important to mention that usually notaries offer a complete package of services that includes the deed, its presentation to National Registry (Registro Nacional), and the cancellation of all registration rights, for which they charge a higher amount to the fees (\$700 - \$800 in total)

Translation and analysis

Paragraph 12

Inscripción de la sociedad

Ante el Registro Nacional se presentan los documentos otorgados por el notario y los comprobantes de pago de los derechos de registro y timbres. Al cabo de 8 días en promedio se retira la Escritura de Constitución ya registrada.

También en el Registro Nacional y posterior al paso #3, se deben retirar los documentos finales del proceso con el nombre de la sociedad, cédula jurídica y boleta para certificación. Este trámite dura 25 minutos.

El paso #3 de este trámite se puede realizar de forma digital a través del siguiente link:
www.rnpdigital.com/shopping/login.jspx

Cada certificación que se solicite tiene un costo de 2,800 colones (\$6 aproximadamente).

Translation of paragraph 12

Registration of the Company

The documents granted by the notary shall be presented to the National Registry together with the proof of payment of the registration rights and stamps. Within 8 days, the Deed can be withdrawn already registered.

Also, in the National Registry and after the step #3, the final process documents with the name of the company, legal certificate and certification and report bill for the certification must be withdrawn. This paperwork lasts 25 minutes.

Translation and analysis

The step #3 of this paperwork can also be made in a digital way through the following link: www.rnpdigital.com/shopping/login.jspx

Each certification that is required has a fee of 2,800 colones (approximately \$6)

Paragraph 13

La presentación de la solicitud de inscripción dura alrededor de media hora. Sin embargo, para obtener el visto bueno de la CCSS, un inspector visitará el lugar de trabajo de la empresa para verificar los datos y las condiciones laborales, en el transcurso del mes siguiente a la solicitud.

Este trámite no tiene ningún costo y se tramita en las oficinas de inspección de la CCSS en San José, cantón central.

La empresa debe tener un local, oficina o sede administrativa fija para poder recibir el visto bueno, así como empleados que sean remunerados, tengan un horario establecido y sean subordinados.

Translation of paragraph 13

The presentation of the registration request lasts around half an hour. Nonetheless, to obtain the approval of the CCSS, an inspector will visit the workplace to verify the data and labor conditions, within the following month of the request.

This step doesn't have a fee and is done at the offices of inspection of CCSS at San Jose, Central County.

Translation and analysis

The company must have a local, office or administrative headquarters to receive the approval, as well as payed employees who have an established schedule and be dependent.

Paragraph 14

¿Qué se requiere para ingresar a Costa Rica y realizar una actividad económica?

La Dirección General de Migración y Extranjería es el órgano encargado de tramitar el ingreso al país de personas provenientes del extranjero, así como del seguimiento de su condición migratoria.

En Costa Rica, si una persona extranjera desea laborar para una empresa o bien, crear una propia, debe contar con un permiso de trabajo. Este requisito es fundamental, ya que si una persona entra al país y ejerce actividades económicas sin contar con ese permiso, corre el riesgo de deportación. En el siguiente enlace se detallan los permisos vigentes:

Translation of paragraph 14

What is recommended to enter Costa Rica and perform an economic activity?

The General Directorate of Migration and Alienage (Dirección General de Migración y Extranjería Dirección General de Migración y Extranjería) is the entity in charge of processing the arrivals to the country coming from foreign countries, as well as the following of their migratory conditions.

In Costa Rica, if a foreign person wishes to work for a company or, also, to create his own, this person must have work permit. This requisite is vital, because if a person arrives to

Translation and analysis

the country and practices economic activities without having this permit, he can be deported.

In the following link, there's a detail on the current permits:

Paragraph 15

¿Cómo le haremos llegar el producto a nuestro cliente? Según la demanda del mercado, así serán orientados los canales de comercialización de cada empresa. La clave es que sea cómodo, ágil y económico, para que el cliente reciba un excelente servicio.

En Costa Rica está en auge la comercialización vía internet de productos que son entregados al cliente a través de plataformas de envíos tales como Correos de Costa Rica. Este auge se relaciona al incremento importante de usuarios que ahora efectúan sus compras desde su computadora o celular, por lo que resulta relevante estudiar estas vías de comercialización.

Translation of paragraph 15

How can we get the product to our client? According to the market request, the commercialization channels must be oriented for each company. The key is this to be convenient, agile, and economic, so the client can receive an excellent service.

Commercialization via Internet is rising in Costa Rica; the products are delivered to the client via delivery platforms such as Correos de Costa Rica. This boom is related with an important increase of users that now are making their purchases from their computers or cellphones, so the study of these communication ways is relevant.

Translation and analysis

5.1.2.2 Color coding for the text from English into Spanish

Paragraph 1

Welcome to Costa Rica !

No matter how experienced a traveler you might be, you'll find Costa Rica to be an extraordinary country. Sunshine abounds every morning, and temperatures reach

23 C or higher even in rain season. The hotel is in Escazu on flat land in the center of a valley known as the "Central Valley", surrounded by mountains and Volcanos. The valley is shared among the provinces of Alajuela, Heredia, San José and Cartago. Juan Santa Maria Airport, where you will arrive, is situated in Alajuela, about 20 minutes from our hotel.

Because Don Francisco is categorized as an apartotel, it is licensed to be located in a residential area within walking distance to shopping and entertainment. Our elegantly furnished apartments include fully-equipped kitchens, full size refrigerators, WiFi, cable TV, DVD players, a laundry area for guest use, and air conditioning throughout.

Translation of paragraph 1

¡Bienvenido a Costa Rica!

No importa qué tan experimentado seas como viajero, encontrarás que Costa Rica es un país extraordinario. Los rayos de sol abundan cada mañana y la temperatura alcanza 23°C o más aún en la temporada lluviosa. El hotel se encuentra en Escazú, en tierra plana en el centro del valle conocido como “el Valle Central”, rodeado por montañas y volcanes. El valle se comparte entre las provincias de Alajuela, Heredia, San José y Cartago. El aeropuerto de

Translation and analysis

Juan Santamaría, a donde arribará, se encuentra ubicado en Alajuela, cerca de 20 minutos de nuestro hotel.

Debido a que Don Francisco está catalogado como un apartotel, tiene permiso de estar ubicado en un área residencial cerca de comercios y centros de entretenimiento. Nuestros apartamentos elegantemente acomodados con cocinas completamente equipadas, neveras de tamaño estándar, internet inalámbrico, televisión por cable, lectores de DVD, un área de lavado para el uso de los huéspedes y aire acondicionado en toda la instalación.

Paragraph 2

If you're looking for a high-rise hotel sitting along side a busy highway, you're looking in the wrong place. You're going to be staying in upscale Guachipelin, the same neighborhood where the people who own and run those high-rise hotels reside. Yet, you will be within walking distance to Distrito Cuatro which offers a super market, pharmacy, many specialty shops and restaurants galore suited for every taste.

The Don Francisco Apartotel is unique in that many of the guests are extended-stay travelers. The hotel is frequented by business people, medical and dental vacationers, relocationers, and by the country's own citizens, from outlying areas, who come to town for personal and business needs. Hospital Cima is just minutes away.

Translation of paragraph 2

Si está buscando un hotel lujoso ubicado cerca de una autopista bulliciosa, está buscando en el lugar equivocado. Usted se alojará en la lujosa Guachipelín, el mismo vecindario donde vive la gente que tiene y maneja esos lujosos hoteles. Sin embargo, usted estará cerca, a pie,

Translation and analysis

del Distrito Cuatro, el cual ofrece un supermercado, una farmacia, muchas tiendas exclusivas y restaurantes para todos los gustos.

El Apartotel Don Francisco es único ya que muchos de sus huéspedes son viajeros de largas estancias. El hotel es frecuentado por empresarios, vacacionistas médicos y dentales, internacionales y nacionales, de zonas lejanas que vienen a la ciudad por necesidades personales y de negocios. El Hospital Cima está a minutos de distancia.

Paragraph 3

2) Check-in is 4:00 to 9:00PM. Check-Out is 11:00 AM EST daily. Late check-out requests result in increased payroll costs to us. As a result, the following additional charges to your bill will be applied. Late check out till 12 noon: \$15.00, to 1pm., \$20.00, from 1pm. to 3pm., 1/2 price of your daily rate and after 3pm., full price of your daily rate. Please call for other needs. Late arrivals must notify management 24 hours prior to check-in so that arrangements can be made.

3) In our one bedroom suites: occupancy over 2/room is an additional \$20.00/person/night (no more than 3 persons per room). In our 2 bedroom suites: occupancy over 2/room is an additional \$20.00/person/night occupancy can be no more than four people.

Translation of paragraph 3

2) El registro de entrada es de 4:00 p.m. a 9:00 p.m. El registro de salida es a las 11:00 a.m. diario. Peticiones de salida tardía resultan en un aumento de los costos de nómina para nosotros. Como resultado, se aplicarán los siguientes cargos adicionales en su factura.

Registro de salida tardía a las 12 del mediodía: 15\$, a la 1:00 p.m.: 20\$, de 1:00 p.m. a 3:00

Translation and analysis

p.m., el cargo será de la mitad de su tarifa diaria, y después de las 3:00 p.m., el cargo será del precio total de su tarifa diaria. Por favor, llame para otros requerimientos. Las llegadas tardías deben notificarse a la gerencia 24 horas antes del registro de entrada de manera que se pueden hacer arreglos.

3) En nuestras suites de un dormitorio: ocupación de más de 2 personas por habitación, conlleva a un cargo adicional de 20\$ / persona / noche (no más de 3 personas por habitación). En nuestras suites de dos dormitorios: ocupación de más de 2 personas por habitación conlleva a un cargo adicional de 20\$ / persona / noche, no se permiten más de 4 personas.

Paragraph 4

6) The Apartotel Don Francisco and/or its employees are not responsible for any damages due to loss or theft during your stay or items left behind after check-out. Please provide a secure place for your belongings. We will make every attempt to secure any personal items left behind in the room following check-out and will hold said items for a period of thirty (30) days. During these thirty (30) days the guest may request to have item(s) sent to them and said guest will be charged postage and handling for the return of said items. After the thirty (30) day period any items will then be given to charity when appropriate

Translation of paragraph 4

6) El Apartotel Don Francisco y / o sus empleados no son responsables por los daños debido a la pérdida o robo durante su estancia o artículos que queden después del registro de salida. Sírvanse proporcionar un lugar seguro para sus pertenencias. Haremos todo lo posible para asegurar objetos personales dejados en la habitación después del registro de salida y retendremos dichos artículos por un período de treinta (30) días. Durante estos treinta (30)

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días, el huésped puede solicitar que lo(s) artículo(s) les sean enviados y dicho huésped se encargará del costo de envío y manejo para la devolución de dichos artículos. Después del período de treinta (30) días, cualquier artículo se le donará a la caridad cuando sea apropiado.

Paragraph 5

2. The term of this lease shall extend from September 12, 2015 and terminate the morning after the night of October 11, 2015 during which time, the Lessee occupying the apartment under lease from the Lessor, shall be entitled to the use and occupancy of the Leasehold Premises at Unit # 10 with a maximum occupancy of 2 adult persons. Each lease period shall consist of 30-day period, regardless of the days in the corresponding calendar month, and each renewal period shall consist of a period of time not less than a 30-day renewal period and cannot be prorated per day for less of that period of time.

Translation of paragraph 5

2. Los términos de este contrato se extenderán desde el 12 de septiembre del 2015 y culminarán en la mañana después de la noche del 11 de octubre del 2015 durante este tiempo, el Arrendatario que ocupará el apartamento bajo el contrato con el Arrendador, tendrá el uso y la ocupación de las premisas del arriendo en la Unidad #10 con una ocupación máxima de 2 personas adultas. Cada período de alquiler consistirá en un período de 30 días, independientemente de los días correspondientes al mes de calendario y cada período de renovación consistirá en un período de renovación no menor de 30 días y no podrá ser prorrateado por día por menos del ese período.

Translation and analysis

Paragraph 6

6. During the term of this lease, the Lessor shall provide for the necessary repairs and maintenance of the Leasehold Premises. The Lessee shall not provide, nor arrange for any repair or maintenance of the Leasehold Premises, and the Lessor shall not be responsible or liable to the Lessee, or to any other person, for the costs of any repair or maintenance provided or arranged by the Lessee. The Lessee shall promptly notify the Lessor of the need for any repair or maintenance to the Premises.

7. The Lessee hereby covenant and agree to use and occupy the Leasehold Premises for residential purposes only and for no other purpose. There will be no pets allowed on the premises.

Translation of paragraph 6

6. Durante el término de este contrato, el Arrendador deberá proporcionar las reparaciones y mantenimientos pertinentes a las premisas del arriendo. El Arrendatario no proporcionará ni acordará ninguna reparación ni mantenimiento de las premisas del arriendo, y el Arrendador no será responsable ni sujeto al Arrendatario o a cualquier otra persona, por los costos de cualquier reparación o mantenimiento proporcionado u organizado por el Arrendatario. El Arrendatario deberá identificar inmediatamente al Arrendador la necesidad de cualquier reparación o mantenimiento de las premisas.

7. El Arrendatario, por este medio conviene y acuerda utilizar y ocupar las premisas del arriendo únicamente para propósitos residenciales y no para cualquier otro propósito. No se permiten mascotas en las premisas.

Translation and analysis

Paragraph 7

10. The Lessee hereby agrees to observe all reasonable rules and regulations imposed by the Lessor for the use and occupancy of the Leasehold Premises, and parking on facilities to be provided by the Lessor, and such rules and regulations shall be deemed to be conditions and covenants of this lease. The Lessor shall provide parking space for one (1) motor vehicle in the rear parking lot. Visitors of the Lessee are not permitted to park in the areas designated for the Apartotel guests or Lessees at any time.

11. This lease, and the use and occupancy of the Leasehold Premises, may not be assigned, transferred or sublet, without the express written consent of the Landlord.

Translation of paragraph 7

10. El Arrendatario por este medio acepta observar todas las reglas y regulaciones razonables impuestas por el Arrendador por el uso y la ocupación de las premisas del arriendo, el área del estacionamiento y las instalaciones provistas por el Arrendador y cuyas reglas y regulaciones deberán ser cumplidas siguiendo las condiciones y pactos de este contrato. El Arrendador proveerá espacio para un (1) automóvil en el área de estacionamiento trasera. No se permite que los visitantes de los Arrendatarios en ningún momento estacionen sus vehículos en el área designada para los huéspedes del Apartotel o Arrendatarios .

11. Este contrato, su uso y ocupación de las premisas del arriendo, no puede ser designado, transferido o subarrendado, sin el consentimiento escrito del dueño.

Translation and analysis

Paragraph 8

Apartotel Don Francisco is located in the residential zone of Escazu, and offers a lobby with a beautiful fountain and a free morning coffee service. Each studio and apartment has free Wi-Fi, a fully equipped kitchen and free DVD rental.

The studios and apartments offer wonderful views. Each one has a seating area and a private bathroom with a shower and free toiletries. Free parking is available on site.

Shops, a supermarket and restaurants can be found in Distrito Cuarto, located next to the Don Francisco. Multiplaza Shopping Centre is 4 minutes' drive away, and offers a wide range of shops and restaurants.

Translation of paragraph 8

El Apartotel Don Francisco se encuentra ubicado en la zona residencial de Escazú y cuenta con un lobby, una hermosa fuente de agua y servicio gratuito de café. Cada apartamento tiene Internet con acceso inalámbrico, una cocina completamente equipada y préstamo gratuito de películas en DVD.

Los apartamentos ofrecen hermosas vistas. Cada uno tiene área de estar y cuarto de baño privado con ducha y artículos de tocador gratuitos. También se cuenta con estacionamiento gratuito dentro del lugar.

Se pueden encontrar tiendas, un supermercado y restaurantes en el Distrito Cuatro, ubicado muy cerca de Don Francisco. El centro comercial Multiplaza está a cuatro minutos en carro y ofrece una amplia variedad de tiendas y restaurantes.

Translation and analysis

Paragraph 9

I visited Costa Rica primarily to have some dental work. The location was very convenient to the dental clinic (I was able to walk there in about 15 minutes). Members of the staff were always courteous and helpful when responding to my questions. There are many touches that made the apartment a very good value -- Free movies for guests, free wi-fi in the room, full kitchen (in the room we stayed in), two bathrooms (in the room we stayed in), washer and dryer on the property. Additionally, there is a shopping center with a good supermarket also within a 10-15 minute walk. The center also has a couple of reasonably priced restaurants.

Translation of paragraph 9

Visité Costa Rica principalmente para consultar a mi dentista. La ubicación era muy conveniente con respecto a la clínica dental (pude caminar hasta allí en 15 minutos). Los miembros del personal fueron siempre corteses y serviciales al responder a mis preguntas. Había muchos detalles que hacían que el apartamento tuviera buen valor: películas gratis para los huéspedes, Internet inalámbrico gratis en la estancia, cocina completa (en el apartamento donde nos quedamos), dos cuartos de baño (en el apartamento donde nos quedamos), lavadora y secadora en la propiedad. Adicionalmente, hay un centro comercial con un buen supermercado a 10-15 minutos a pie. El centro comercial también tiene un par de restaurantes con buenos precios.

Translation and analysis

Paragraph 10

With natural wonders in abundance, Costa Rica is an ecological paradise and one of the top tourist spots in Latin America. Its jungles and rivers make it the ideal destination for outdoor adventurers, while its beaches tempt vacationers seeking a relaxing getaway.

Area & Travel Info information :

Amusement Park San Jose - 5.1 km / 3.2 mi

Business Center Forum 1 – 4.8 km / 2.3 mi

Business Center Forum 2 - 4.8 km / 2.3 mi

Costa Rica National Stadium – 5.65 km / 3.51 mi

Estadio Nacional – 5.65 km / 3.51 mi

Global Park Free Zone and Business Park - 6.2 km / 3.9 mi

Translation of paragraph 10

Con maravillas naturales en abundancia, Costa Rica es un paraíso ecológico y uno de los más importantes puntos turísticos en América Latina. Sus junglas y ríos la hacen un destino turístico idóneo para las aventuras al aire libre, mientras que sus playas tientan a los vacacionistas que buscan un escape relajante.

Información de los alrededores:

Parque de diversiones San José: 5.1 km

Translation and analysis

Centro Empresarial Fórum 1: 4.8 [km](#)

Centro Empresarial Fórum 2: 4.8 [km](#)

Estadio Nacional de Costa Rica: 5.65 [km](#)

Zona Libre y Parque Empresarial Global Park: 6.2 [km](#)

Paragraph 11

Suite #15

Superior Suite Apartment

Lease- (30 nights)-\$1,200.00 (tax included)

Area: 414 Sq. Ft.

Two rooms + bathroom

Queen size bed

Queen size sofa bed

Complete kitchen + utensils, microwave, blender, coffee maker, 2-plate stove

Fire alarms

Safe box

Internet direct access + WiFi

Cable TV (2)

Translation and analysis

Air conditioning

Fans

Closet

Desk

Shower

Iron + ironing board

Free local calls

Suite #16

Executive 2-Floor Casita Townhouse

Lease- (30 nights)-\$1,300 (Tax included)

Area: 576 Sq. Ft.

Two floors + 1 and ½ bathroom

Queen size bed

Queen size sofa bed

Complete kitchen + utensils, microwave, blender, coffee maker, Oven

Fire alarms

Translation and analysis

Translation for paragraph 11

Suite #15

Apartamento superior

Precio de alquiler por 30 noches: 1.200 \$ (Impuestos incluidos)

Área: 38 m2

Dos habitaciones y un cuarto de baño

Cama tamaño Queen (doble grande)

Sofá cama tamaño Queen (doble grande)

Cocina completa con utensilios, horno microondas, licuadora, cafetera y cocina de dos plantillas.

Alarmas contra incendios

Caja fuerte

Acceso a Internet y conexión de Internet inalámbrica

Dos televisores con cable

Aire acondicionado

Ventiladores

Armario

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Escritorio

Ducha

Plancha y mesa para planchar

Llamadas locales gratuitas

Suite #16

Casita ejecutiva de 2 plantas

Precio de alquiler por 30 noches: 1.300 \$ (Impuestos incluidos)

Área: 54 m²

Dos plantas, un cuarto de baño y un sanitario independiente

Cama tamaño Queen (doble grande)

Sofá cama tamaño Queen (doble grande)

Cocina completa con utensilios, horno microondas, licuadora, cafetera y horno.

Alarmas contra incendios

Paragraph 12

Every suite is unique at the Apartotel Don Francisco. Make your reservations well in advance so that you get your choice of suite. Inquire about our non-refundable prepaid reservation that will save you \$\$\$

Translation and analysis

We accept all major credit cards and PayPal.

14-Studio Loft Apartment

Comfortably sleeps two adults, full size refrigerator, microwave, hotplate, fully-equipped kitchen, television, DVD player, WiFi and high speed Internet, hairdryer, telephone for free local calls. Free parking is available for guest use...

Size: 96 sq ft

Beds: 1 Queen(s)

From \$57.50

Translation of paragraph 12

Cada apartamento es único en el Apartotel Don Francisco. Haz tu reserva por adelantado para que puedas tener el apartamento de tu elección. Consulta acerca de nuestra reservación pagada de antemano no reembolsable la cual te hará ahorrar dinero.

Aceptamos todas las tarjetas de crédito principales y Paypal

14-Apartamento Loft tipo estudio

Aloja a dos adultos de manera confortable. Cuenta con nevera de tamaño completo, horno microondas, hornilla, cocina completamente equipada, televisor, lector de DVD, Internet inalámbrico de alta velocidad, secadora de pelo y teléfono para llamadas locales gratuitas. Adicionalmente hay estacionamiento gratuito para el uso de los huéspedes.

Área: 9 m2

Translation and analysis

Camas: Una tamaño Queen (doble grande)

Precio desde: 57.50 \$

Paragraph 13

6-Studio Loft Apartment

Comfortably sleeps two adults, full size refrigerator, microwave, hotplate, fully-equipped kitchen, television, DVD player, WiFi and high speed Internet, hairdryer, telephone for free local calls. Free parking is available for guest use...

Size: 387 sq ft

Beds: 1 Queen(s)

From

\$65

7-Superior Suite

Comfortably sleeps two adults + sofa bed in LR area, full size refrigerator, fully-equipped kitchen, microwave, hotplate, television, DVD player, WiFi as well as high speed Internet hookup, hairdryer, telephone for free local calls. Free...

Size: 472 sq ft

Beds: 1 Queen(s)

From

Translation and analysis

\$65

Translation of paragraph 13

6-Apartamento Loft tipo estudio

Aloja a dos adultos de manera confortable. Cuenta con nevera de tamaño completo, horno microondas, hornilla, cocina completamente equipada, televisor, lector de DVD, Internet inalámbrico de alta velocidad, secadora de pelo y teléfono para llamadas locales gratuitas. Adicionalmente hay estacionamiento gratuito para el uso de los huéspedes.

Área: 36 m2

Camas: Una tamaño Queen (doble grande)

Precio desde: 65 \$

7-Apartamento superior tipo suite

Aloja a dos adultos de manera confortable. Cuenta con un sofá cama en el área de estar, nevera de tamaño completo, cocina completamente equipada, horno microondas, hornilla, televisor, lector de DVD, Internet inalámbrico de alta velocidad y conector, secadora de pelo y teléfono para llamadas locales gratuita. Adicionalmente hay estacionamiento gratuito para el uso de los huéspedes.

Área: 44 m2

Camas: Una tamaño Queen (doble grande)

Precio desde: 65 \$

Translation and analysis

Paragraph 14

9) CANCELLATION POLICY: FOR CANCELLATIONS RECEIVED LESS THAN 48 HOURS PRIOR TO YOUR STAY, WE WILL ATTEMPT TO RE-BOOK THE ROOM. IF THE ROOM IS RE-BOOKED, YOU ARE NO LONGER RESPONSIBLE FOR THE ROOM CHARGES. IF THE ROOM IS NOT RE-BOOKED, THE GUEST WILL BE CHARGED ONE NIGHT'S STAY OR 50% OF THE STAY IF LENGTH OF STAY IS MORE THAN TWO NIGHT'S. GUESTS WHO SHORTEN THEIR VISIT WITHIN THE TEN DAY CANCELLATION PERIOD ARE ALSO SUBJECT TO THE SAME POLICY. GUESTS WHO SHORTEN THE LENGTH OF THE RESERVATION DURING THEIR STAY MUST PAY FOR THE ENTIRE LENGTH OF STAY AND WILL BE REFUNDED ONLY IF THE ROOM(S) ARE RE-RENTED.

Translation of paragraph 14

9) POLÍTICA DE CANCELACIÓN: EN CASO DE ANULACIÓN EN MENOS DE 48 HORAS ANTES DE SU ESTANCIA, VAMOS A TRATAR DE VOLVER A RESERVAR LA HABITACIÓN. SI SE PUEDE RESERVAR NUEVAMENTE, USTED YA NO SERÁ RESPONSABLE DE LOS CARGOS DE LA HABITACIÓN. SI NO ES POSIBLE RESERVAR LA HABITACIÓN NUEVAMENTE, SE LE COBRARÁ AL HUÉSPED UNA NOCHE DE ESTANCIA O EL 50% DE LA ESTANCIA SI LA DURACIÓN DE ESTA ES MÁS DE DOS NOCHES. LOS HUÉSPEDES QUE ACORTEN SU VISITA EN EL PERÍODO DE CANCELACIÓN DE DIEZ DÍAS SERÁN TAMBIÉN SUJETOS A LA MISMA POLÍTICA. LOS HUÉSPEDES QUE ACORTEN LA DURACIÓN DE LA RESERVA DURANTE SU ESTANCIA DEBEN PAGAR POR LA TOTALIDAD DE LA

Translation and analysis

ESTANCIA Y SE DEVOLVERÁ SÓLO SI SE PUEDE RESERVAR NUEVAMENTE LA(S) HABITACIÓN(ES).

Paragraph 15

15. Termination of this lease prematurely will not result in any refunds of rent paid in advance under any circumstances.

16. Use of the laundry area by the Lessee for Lessee's personal clothing is allowed.

17. Maid service to the unit will be provided by the Lessor to the Lessee One time per Wk. The Lessee shall be responsible for purchasing his own toiletries, soap, and paper products.

18. Bedding will be changed and laundered at the expense of the Lessor ONE time per wk. The laundering of bath towels and other personal items shall be the responsibility of the Lessee.

19. Bedding, pillows, and towels will be provided by Lessor to Lessee.

Translation of paragraph 15

15. La terminación prematura de este contrato no resultará en un reembolso de la renta pagada por adelantado bajo ninguna circunstancia.

16. El uso del área de lavado por el Arrendatario para propósitos personales del Arrendatario es permitido.

Translation and analysis

17. El servicio de mucama a la unidad será proporcionado por el Arrendador al Arrendatario una vez a la semana. El Arrendatario deberá ser responsable de comprar sus propios equipos de tocador, jabón y productos de papel.

18. La ropa de cama será cambiada y limpiada bajo la responsabilidad del Arrendatario UNA vez por semana. La limpieza de las toallas de baño y otros artículos personales será responsabilidad del Arrendatario.

19. La ropa de cama, las almohadas y las toallas serán proporcionadas por el Arrendador al Arrendatario.

5.1.2.3 Results of color coding for the texts from Spanish into English

	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	TOTAL
<u>Transposition</u>	5	10	9	6	12	8	10	3	9	5	6	2	3	7	5	100
<u>Modulation</u>	1	2	1	1	5	2	4	2	2	3	1		4	2	1	31
<u>Reduction and expansion</u>	3			1			1	2	2	1	2	1		4	1	18
<u>Explicitness</u>																0
<u>Literal translation</u>	2			1	2	2		1								8
<u>False cognates</u>												2		1		3
<u>Compensation</u>																0
<u>Equivalence</u>													2			2
<u>Adaptation</u>			1	1	2	2	1				6	3				16
<u>Borrowing</u>		1	1				2		3		1		2	1	1	12
<u>Calque</u>		1														1
<u>Sentence inversion</u>							1	2		3	2	4			5	17

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<u>Equivalence</u>		3	1													4
<u>Adaptation</u>	5	1	2	1	2	1		1	2	1			1	1		18
<u>Borrowing</u>			2					1				2	1	2		8
<u>Calque</u>																0
<u>Sentence inversion</u>	2	2	7			2	2	1						1	1	18
<u>Greek and Latin words</u>																0
<u>Punctuation changes</u>	5	2	8	1	2	7	4	3	2			8	3	8	3	56

*Table 3. Excel table designed by the researcher to count the procedures by page from English into Spanish.
Source: Researcher's own creation*

As per the Table 3 above illustrated, the most used translation procedure in the texts translated from English into Spanish was transposition. As some of the source texts were in raw English (without post-editing), the translator had to implement more translation procedures to make the target text more acceptable and natural to the target audience. That was also the reason why punctuation changes and addition and reduction were highly used as well, as the main intention of the translator is to make grammatically acceptable the text, but more importantly, naturally understandable by the target audience. On the other hand, Greek and Latin words and calque were not presented in the sample paragraphs selected by the researcher.

Translation and analysis

5.1.3 Glossary

5.1.3.1 Glossary of terms from Spanish into English

Source word	Target word	Pronunciation	Definition in the target language	Synonym in the target language	Antonym in the target language	Grammatical category in target language
Actor clave	key actor	/ki æk.tə/	important person	key person	n/a	noun
Competitividad	growth	/groʊθ/	an increase in the size or the importance of something	stretch	decrease, fall	noun
Condición migratoria regular	regular migratory condition	/ˈreg.jə.lə.muː.ɡra.təː.ri.kənˈdɪʃ.ən/	a person that has migrated to another country with all necessary paperworks to work	legal	irregular migratory condition	noun
Detonador	trigger	/ˈtrɪɡ.ə/	an event or situation, etc. that causes something bad to start	beginning	stop	noun
Emprender	entrepreneur	/ˌɑːn.tɹə.pɹəˈnɜː/	a person who starts a business and is willing to risk loss in order to make money	manager, executive, contractor	employee	noun
Emprendimiento	entrepreneurship	/ˌɑːn.tɹə.pɹəˈnɜː.ʃɪp/	a person who starts a business and is willing to risk loss in order to make money	manager, executive, contractor	employee	noun
Grupo de consumidores	consumer group	/kənˈsuː.mə.ɡrup/	people who buy the same thing or who do the same thing, considered as a group	potential customers	non-customers	noun
Inversión	investment	/ɪnˈvest.mənt/	the act of putting money, effort, time, etc. into something to make a profit or get an advantage, or the money, effort, time, etc. used to do this	beat, trading	loss	noun
Manual	Handbook	/ˈhænd.bok/	a small book that gives useful information about a particular subject	textbook, manual, primer, text	n/a	noun
Marco legal	legal framework	/ˈli.ɡəl ˈfeɪm.wɜːk/	a broad system of rules that governs and regulates decision making, agreements, laws etc	regulation	irregulation	noun
Mercado laboral	labor market	/ˈleɪ.bə ˈmɑːr.kɪt/	The nominal market in which workers find paying work, employers find willing workers, and wage rates are determined.	job market	n/a	noun
Migración irregular	Irregular migration	/iˈreg.jə.lə.muː.ɡreɪ.ʃən/	a person that has migrated without the proper documentation to start economic activities	undocumented	regular migration	noun
Migrante	migrant	/ˈmaɪ.ɡrənt/	a person who goes from one place to another especially to find work	émigré (also emigré), immigrant, incomer [chiefly British], immigrant, emigrant, out-migrant, settler	nonimmigrant	noun
Plataformas	platform	/ˈplæt.fɔːm/	the people who are up on a platform in order to speak to an audience	assembly	individual	noun
Población	population	/ˌpɔː.pjə ˈleɪ.ʃən/	all the people living in a particular country, area, or place	environment	depopulation	noun
Punto de equilibrio	Balance point	/ˈbæ.ləns pɔɪnt/	When the investment and earnings balance between themselves without any loss	balance amount	loss point	noun
Recursos	resources	/ˈriː.zɜːs/	a useful or valuable possession or quality of a country, organization, or person	asset	lost	noun
Refugiados	refugees	/ˌrefjəˈdʒi/	a person who has escaped from their own country for political, religious, or economic reasons or because of a war	runaway	nationals	noun
Sector privado	private sector	/ˈpraɪ.vət ˌsek.tər/	the part of an economy which is not controlled or owned by the government	Private company	Public sector, public company	noun
Surgimiento	rising	/ˈraɪ.zɪŋ/	an uprising	increase	decrease, fall	noun
Talento humano	human talent	/ˈhjuː.mən tæ.lənt/	anticipation of required human capital for an organization and the planning to meet those needs	staff	under staffed	noun
Traficantes	smugglers	/ˈsmɑːɡ.lə/	someone who smuggles	criminal	army	noun
Trámites	Formalities	/ˈbɜːˈmæ.lə.ti/	a formal part, activity, etc.	amenity, attention, courtesy, civility, gesture, pleasantry, politeness	informality	noun
Tramitología	Paperwork	/ˈpeɪ.pə.wɜːk/	the written records connected with a particular job, deal, trip, etc	administrative papers	n/a	noun
Uso de suelo	soil usage	/ˈsoɪl ˈjuː.sɪdʒ/	permits to work in an specific ground a specific activity	ground usage	n/a	noun

Table 4. Excel table designed by the researcher to illustrate the glossary of words from Spanish into English. Researcher's own creation

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In the texts from Spanish into English, the translator needed to research for specific vocabulary as these texts contained pre-established words and phrases that fit better in this type of text. Also, in this type of text, the pre-reading was a must in order to maintain the vocabulary and to know an insight of this subject before translating.

5.1.3.2 Glossary of terms from English into Spanish

Source word	Target word	Definition in the target language	Synonym in the target language	Antonym in the target language	Grammatical category in target language
Agreement	Contrato	Pacto o convenio, oral o escrito, entre partes que se obligan sobre materia o cosa determinada, y a cuyo cumplimiento pueden ser compelidas.	pacto	desacuerdo	noun
Assessed	cobrado	Obtener el pago de algo.	recibir pago	pagar	noun
Check-in	registro de entrada	proceso que se hace cuando se llega a un hotel, casa o lugar de alquiler	checkin	salida	noun
Check-out	registro de salida	proceso que se hace cuando se sale de un hotel, casa o lugar de alquiler	checkout	entrada	noun
Conduct	comportarse	Actuar de una manera determinada	actuar	excluir	verb
Countertop	encimera	Superficie plana, de material resistente, que forma una especie de aparador sobre los muebles bajos de las cocinas y cuartos de baño.	mesa	debajo	noun
Debris	desperdicios	Residuo de lo que no se puede o no es fácil de provechar o se deja de utilizar por descuido.	residuo	faltante	noun
Front desk	recepción	Acción y efecto de recibir.	aceptar	despedir, no aceptar	noun
Garbage collection	recolección de basura	acción de recolectar basura	recolección de desperdicios	desecho de basura	verb
Guests	huéspedes	Persona alojada en un establecimiento o de hostelería.	arrendatario	propietario	noun
Hereby	por este medio	declarar por un medio específico	aquí	por otro medio	noun
Hereinafter	en lo sucesivo	a partir de un punto en adelante	de ahora en adelante	hasta este punto	noun
Hereof	de esto	como resultado de este documento	de aquí	de allí	noun
Hereto	al presente	en este documento	aquí	allí	noun
Landlord	dueño	Persona que tiene dominio o señorío sobre alguien o algo	propietario	sirviente	noun
Lease	alquilar	Dar a alguien algo, especialmente una finca urbana, un animal o un mueble, para que use de ello por el tiempo que se determine y mediante el pago de la cantidad convenida.	arrendar	desalojar	verb
Leasehold Premises	premisas del arriendo	lugar donde se encuentra el bien alquilado	alrededores	lejanías	noun
Lessee	Arrendatario	Que toma en arrendamiento algo	propietario	arrendador	noun
Lessor	Arrendador	Persona que da en arrendamiento un bien.	inquilino	arrendatario	noun
Parking lot	área del estacionamiento	área designada para el estacionamiento de vehículos	parqueo	n/a	noun
Prorated	prorrataado	Repartir una cantidad entre varias personas, según la parte que proporcionalmente toca a cada una.	distribuir	mantener	noun
Rental Agreement	Contrato De Arrendamiento	contrato de arrendamiento de cosa	contrato de alquiler	desacuerdo	noun
Sublet	subarrendar	Dar o tomar en arriendo algo, no de su dueño ni de su administrador, sino de otro arrendatario de ello.	alquilar a un arrendatario	n/a	verb
Supersedes	reemplaza	Sustituir algo por otra cosa, poner en su lugar otra que haga sus veces	sustituir	mantener	verb
Whereas	Considerando que	vocabulario utilizado de forma legal para incluir en un acuerdo algún punto	tomando en cuenta	exceptuando	noun

Table 5. Excel table designed by the researcher to illustrate the glossary of words from English into Spanish. Researcher's own creation

Translation and analysis

The glossary for the texts translated from English into Spanish was mostly based on the contracts and legal agreement type of texts presented on the source text as legal vocabulary consisting in phrases already established and which cannot be literal translations; but as they are already used and established in the legal vocabulary, they cannot be changed as it might jeopardize the naturalness on the target texts.

The main purpose of this chapter was to illustrate, explain, and compare the results of the research. Also, the researcher includes two glossaries with 25 words each of the most important vocabulary with its definition taken from the translated text.

Chapter VI

Conclusions and Recommendations

6.1 Purpose of the Conclusion

This conclusion's purpose is to summarize the investigation and to provide all results found related to the specific and general objectives. In this chapter, there is also another section, in which the researcher will highlight the most important recommendations for future investigations in this topic.

6.2 Conclusions

6.2.1 To translate various documents from Spanish into English and from English into Spanish for Apartotel Don Francisco.

This objective was accomplished based on the theory presented on Chapter 2. The researcher had the objective of translating the texts in the most accurate way without losing any data and making all information natural for the target text readers. Also, the researcher had to translate the text maintaining the function of the texts as they are on the ST and the stylistic scale, as the main intention of the researcher was to deliver a translation faithful to its source, but natural to its readers. The close and general readings were highly important, as the translator had to read the source texts completely to first understand the objective. Additionally, the translator had to investigate related texts in order to find the proper wording, as for some technical words there are already established translations which sound natural to the educated target audience.

6.2.2 To apply various translation techniques to the documents in order to achieve communicative texts.

After the investigation, the researcher concluded that the communicative translation was the most accurate method to use during the translation process because it maintains the style of the original text, but it adapts it to the TL grammar and culture, thus creating a more natural target text. To achieve a communicative translation, the researcher had to apply several translation procedures to make the target text natural to its audience such as: transposition, modulation, and punctuation changes.

It can be stated that the translator has to use different procedures in order to make the target text natural and acceptable for the target audience. A translator cannot only use one procedure to create a natural and faithful translation to the source text. The procedures that helped the most to create an ideal target text are transposition, modulation and punctuation changes because they allowed the translator to modify the target text by respecting the target language grammar and culture without changing the voice of the author. The procedures that should be used carefully are explicitness and literal translation; explicitness because it might lead the translator to add non related information to the text, as it allows her to modify the information in order to make it more direct; and literal translation because it might lead the translator to create a non-natural target text, which follows the structure of the source text but does not respect the grammar of the target language.

6.2.3 To evaluate the effect of the translations techniques applied on the translated documents

The usage of the translation techniques (which are: transposition, modulation, reduction and expansion, explicitation, literal translation, false cognates, compensation, equivalence, adaptation, borrowing, calque, sentence inversion, Greek and Latin words, and punctuation changes) on these texts highly affected the translated texts because if they were not used, the translated text would be a raw version of it as it would not be natural, grammar accepted, nor faithful to the source text. The best and most used translation technique for both language combinations is transposition as this technique allows the change of a word from a grammatical category on the source text to another in the target text to accomplish the main objectives seek on a translation: natural yet faithful to the source text. The technique that must be used carefully a text with a subject unknown by the translator, according to the researcher, is explicitness, as it might lead to unnecessary and uncertain information on the translated text which can be read natural.

The researcher assigned a color for each of the translation procedures and compared the SL text and the TL text by marking when each of the procedures appeared in the target text by comparing it to the source text. Afterwards, the final countdown was made and the results were compared. Therefore, it can be stated that transposition was the most used translation procedure in both language combinations: from Spanish into English and from English into Spanish, followed by modulation as the most used in the texts from Spanish into English and punctuation changes and reduction and addition as the most used in the texts from English into Spanish. The importance of these incidences is that they confirm that the researcher took the original text and adapt it by keeping the meaning, but making it more natural to the target language readers. In some sentences, the usage of more than one translation technique was

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necessary to deliver an accurate translated text for example: Commercialization via Internet is rising in Costa Rica; the products are delivered to the client via delivery platforms such as Correos de Costa Rica.

6.2.4 To create a glossary with the most relevant terminology found in both texts.

The recollection and creation of the glossary related to the source and translated texts is a key point in these translations as it is highly important for a translator to keep the wording already used in the entire translation to not compromise the concentration of the reader. As the text from Spanish into English contained specific vocabulary, the researcher needed to investigate through a general reading of the source text in order to make the target text natural and acceptable for the specialized readers. Also, on the texts from English into Spanish, there were legal wording that cannot be freely translated as there is a Spanish word in the legal ambiance that is accepted and used for those words. The usage of the glossary guaranteed a consistency in both target texts. Also, as these glossaries contained several categories as: pronunciation, definition on the target language, synonym on the target language, antonym on the target language, and grammatical category on the target language; these glossaries are complete and they can be a tool for future researchers working under the same category as these source texts.

6.3 Restatement of the Research Question

The effect of translation procedures and methods in various types of documents from Spanish into English and from English into Spanish for Apartotel Don Francisco is that these are a great help to the translator to create faithful yet naturally acceptable texts to the target audience, as these translation procedures and methods are a tool to make the translator focus

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on which type of target text she wants to create and after creating it, they help her to analyze in a quantitative matter the changes made in order to achieve these faithful yet naturally acceptable texts.

This investigation accomplished the initial statements and there are no changes required, the information stated in the previous chapters backs up the findings on the translations made as the translation techniques and procedures improve the quality, naturalness, and faithfulness on a translation so the research question will stay as stated: Which is the effect of translation procedures and methods in various types of documents from Spanish into English and from English into Spanish for Apartotel Don Francisco?

6.4 Recommendations

The researcher recommends to future researchers to make this investigation with time and also the translations as it is highly important to make sure that the translation delivered is acceptable and accurate. Also, it is important to make a research on the step to follow and the format to complete this investigation, as the researcher is a student and can seek recommendations on best practices from teachers or other students. Additionally, it is important that the researcher reads the information and theory before starting to translate, as there are several translation methods and the translator should focus in only one.

Another recommendation given to future researchers is to gather the review of literature from different sources, to read as much as possible as there are different sources and authors that have work in this field. On the other hand, the researcher also recommends reading all information at least twice to be sure that all intended information is added. Also, the organization of the researcher is key, so it is recommended to create a schedule with hours

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and times to work on the thesis and ask to the family and friends to help the researcher in regards to this.

Additionally, the researcher recommends future researchers to start translating texts before doing this thesis, so they can get a taste of the translation field and seek recommendation on time for the translations made, as this field is mainly based on the quality delivered on the texts and the best way to improve the quality is to receive feedback from people that has already been in the field before.

The researcher also recommends editing the source texts before translating them and not translating a text in raw language as it might lead to misinterpretations that might cause an unfaithful target text as the intention of the author will not be understood. This pre-editing is highly recommended to be done by either the researcher or another person rather than the translator, so in that way the translator can stay neutral and will not touch the source text and can deliver an appropriate translation.

For future investigations, the researcher recommends to experiment translating a text by using only 1 translation method: literal translation; this to demonstrate the importance of the equality of usage between the methods and that all methods matter when doing a translation. By only using literal translation, the modulation of idioms, punctuation changes, sentence inversion, and other important aspects to make a natural text will not be present, thus affecting the text, readership, intention, and naturalness.

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Appendixes

Original text from Spanish

Si soy migrante...

¿Cómo puedo emprender en Costa Rica?

Trámites

Economía

Consejos

Manual para el Emprendedor Migrante en Costa Rica

Introducción

Importancia del manual

Objetivo y aplicación

Mensajes de Fundación AVINA y

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Yo Emprendedor

Importancia

El emprendimiento constituye un canal de oportunidades para el crecimiento profesional, social y económico de personas y comunidades en cualquier tipo de entorno. Su función radica en ser el motor de la innovación y la dinamización de la economía, a través de la creación de negocios y proyectos sociales que solventan las necesidades de la sociedad con mayor eficiencia y accesibilidad.

Sin embargo, el proceso de emprender no es fácil y hay un complejo conjunto de factores internos y externos al emprendedor que determinan el nivel de crecimiento de sus proyectos. Es allí donde radica la importancia de proveerle de todas las herramientas e información posible para una exitosa implementación de sus ideas y estrategias.

Según el informe "GEM Costa Rica 2014", se estima que el 11.1% de la población adulta se considera emprendedora en etapas iniciales. Por otro lado, de acuerdo con la Encuesta de Hogares del 2014, un 94% de los migrantes en el país trabaja en el sector privado. De ellos, el 30% lo hace de manera informal, mientras que un 64% está ocupado formalmente, y un

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considerable 15% de este último sector se dedican a actividades propias, por medio de emprendimientos.

Estos datos validan el papel relevante que desempeñan los emprendedores migrantes en Costa Rica y su potencial crecimiento como continuo detonador de oportunidades para toda la población.

La falta de información suele ser el mayor obstáculo para formalizar cualquier proyecto.

Objetivo

El presente manual tiene como objetivo resumir la información básica que debe tener todo emprendedor migrante con una condición migratoria regular, en su proceso de iniciar y desarrollar una idea de negocio con potencial de crecimiento en Costa Rica.

Aplicación

Los pasos definidos para emprender en Costa Rica y que se enumeran en este manual, constituyen la ruta base para cualquier tipo de proyecto.

Translation and analysis

Para mayor información sobre requisitos o procedimientos especiales, se enlistan enlaces de interés al final del documento.

La organización Yo Emprendedor ha contemplado dentro de su visión la importancia de reconocer el papel que desempeña cada actor de los ecosistemas de emprendimiento que nacen y se desarrollan en los países de Latinoamérica, con especial atención en Centroamérica.

Desde Costa Rica, Yo Emprendedor impulsa el surgimiento de más emprendedores y el aumento de las oportunidades de éxito que tienen a la hora de implementar sus proyectos. En esta labor, visualizamos al emprendedor migrante como un actor clave para el crecimiento de las economías regionales y con la realización de este documento, marcamos el paso inicial para un reconocimiento intersectorial de las necesidades del emprendedor, así como la detonación de oportunidades y canales de información para la persona migrante regular que ha decidido iniciar un proyecto lleno de retos como lo es emprender en un país extranjero.

Josué Gutiérrez

Project Manager

Yo Emprendedor

Translation and analysis

Fundación Avina, mediante su estrategia regional de Migraciones, promueve el desarrollo del mercado laboral intrarregional para crear oportunidades de inclusión social y laboral.

Aspiramos contribuir a la integración económica de los migrantes en sus países de destino reconociendo su aporte al desarrollo económico, sea por su trabajo o también porque crean empleos incluso para nacionales a través de emprendimientos.

Este manual está dedicado a apoyar la labor de los migrantes regulares en Costa Rica que impulsan o tienen planeado iniciar emprendimientos de negocios, de forma que cuenten con una guía básica para fortalecer su actividad y formalizarla.

Lil Soto

Gerente Programática

Fundación Avina

¿Qué significa ser emprendedor migrante?

Una persona emprendedora se caracteriza por desarrollar soluciones a necesidades o problemas dentro de una población o grupo de consumidores. Estas soluciones tienen características que responden a los gustos de sus clientes y usuarios, y requieren ser encaminadas con modelos innovadores de gestión y desarrollo, para maximizar su competitividad y crecer en el tiempo.

Translation and analysis

Esto es importante para entender la figura del emprendedor migrante, quien es una persona que tomó la decisión de iniciar un proyecto en un país diferente a su país de origen y que espera alcanzar un nivel de estabilidad idóneo para generar recursos que le permitan tener una buena calidad de vida.

Para el emprendedor migrante el reto no solo se basa en formular y construir un negocio exitoso, ya que también existen elementos externos que determinan el potencial de éxito real de sus acciones, entre los que se encuentran el adaptarse a una cultura y economía diferentes, así como entender y cumplir con el marco legal aplicado según el tipo de negocio que se desea iniciar.

El acceso a la información representa una vía vital para facilitar al emprendedor migrante su proceso de pasar de la idea a la acción y desarrollar un negocio estable; por lo que en el presente Manual se presentarán los componentes más importantes a tomar en cuenta durante el diseño, implementación y crecimiento del emprendimiento.

¿Qué se requiere antes de ser emprendedor migrante?

Translation and analysis

Antes de iniciar el camino del emprendimiento, se debe conocer la realidad del país, sus costumbres, cultura, tradiciones, gustos e intereses, para tomar en cuenta todos estos factores sociales e incorporarlos al producto o servicios que le brinde a su población.

Tener contacto de antemano con personas del país que brinden un intercambio de conocimientos sobre la cultura y las subculturas de cada región, permite dimensionar las características del entorno que rodeará al emprendedor en el desarrollo de la idea de negocio y su implementación (en este aspecto se debe recalcar que el emprendedor debe contar con una condición migratoria regular para iniciar cualquier negocio en Costa Rica).

Cada país tiene una economía con características particulares, por lo que también es importante contemplar las actividades económicas con mayor auge, las que concentran una mayor demanda o una mayor oferta, la inversión requerida para iniciar una empresa de servicios versus la inversión para construir un local de fabricación, por ejemplo.

Ya con este panorama claro, el emprendedor puede evaluar los conocimientos técnicos que requiere, así como el talento humano que necesita incluir en su equipo de trabajo para elevar las posibilidades de éxito de su emprendimiento antes de iniciar el proceso.

Investigación de la cultura y contacto

Economía local y equipo de trabajo

Translation and analysis

Tramitología en Costa Rica

Glosario

Instituciones

Requisitos

Un migrante es la persona que reside en un país en el cual no ha nacido. Cualquier individuo que encaje en esta descripción, incluyendo a residentes permanentes, ciudadanos naturalizados e indocumentados, es una persona migrante.

Definiciones claves

Persona Migrante

Translation and analysis

Según la Organización Internacional de las Migraciones, es el movimiento de personas del Estado de origen a otro con un fin laboral.

Migración Laboral

Las personas migrantes eligen trasladarse no a causa de una amenaza directa de persecución o muerte, sino principalmente para mejorar sus vidas al encontrar trabajo o educación, por reunificación familiar, o por otras razones.

A diferencia de los refugiados, quienes no pueden volver a su país, los migrantes continúan recibiendo la protección de su gobierno.

Un refugiado es un migrante que escapa de su país de origen porque ha sufrido o tiene miedo justificado de persecución, violencia y guerra, basado en su raza, religión, nacionalidad, opinión política, o algún grupo social en particular.

¿Quién es un refugiado?

Translation and analysis

La migración se puede realizar de forma regular, es decir, utilizando los canales administrativos regulares para ingresar de un país a otro.

La migración irregular es aquella que se realiza infringiendo las normas de admisión, generalmente por vías ilícitas a través de traficantes (coyotes o pasantes); o también aquella que se da cuando a la persona migrante se le ha vencido su visado y permanece en el país receptor, con un estatus migratorio irregular. Un migrante en condición irregular no significa que sea “ilegal”. Cruzar una frontera no es un crimen sino una infracción administrativa, por lo que aplicar el término “ilegal” a los migrantes irregulares se considera incorrecto y que a la vez los estigmatiza como criminales o delincuentes (CIDEHUM, 2014)

Definiciones claves

Migración en condición regular o irregular

Es el nivel de ventas de unidades de productos o servicios, con el cual es posible cubrir los costos y gastos, sin producir ganancias ni obtener pérdidas.

Punto de equilibrio

Translation and analysis

En Costa Rica, existe una planificación particular para determinar el uso que cada suelo o espacio de terreno puede tener. El estudio de factibilidad de suelos es la verificación de que determinada actividad (por ejemplo venta de comida, fabricación de muebles o prestación de servicios) puede llevarse a cabo en el lugar donde se planea establecer el negocio.

Definiciones claves

Estudio de factibilidad de suelos

Investigación de las características del mercado o público meta al que se planea ofrecer un producto o servicio. Gustos, intereses comportamiento, precios dispuestos a pagar y demás información es recopilada en esta investigación inicial, donde también se identifica el nivel de demanda potencial (la cantidad de producto que los clientes demandan) y los actores que forman parte de la competencia, sea esta directa o indirecta (productos no iguales, pero que son sustitutos del que ofrezco a mis clientes).

El margen de ganancia representa el porcentaje de utilidades o ganancias que se genera por la venta de una unidad de producto o servicio. Es decir, si se vende un vaso a \$5 y el costo de producirlo es de \$1, existe un ganancia de \$4 por vaso. Esto representa un margen de ganancia del 80%.

Estudio de mercado

Translation and analysis

Margen de ganancia

Marco de Instituciones de Gobierno y sus Funciones

Registro Nacional

Municipalidad

Dirección General de Tributación

Institución responsable de cobrar tributos a personas o empresas con actividades económicas.

Entidad gubernamental encargada de recibir la inscripción de personas jurídicas (empresas).

Entidades públicas que administran cada uno de los 81 cantones (municipios) que existen en Costa Rica.

Caja Costarricense del Seguro Social CCSS

Institución encargada de la administración de los centros de salud del país y la recolección de los aportes de obreros y patronos para la seguridad social.

Instituto Nacional de Seguros

Translation and analysis

Aseguradora de capital público que brinda protección a todas las personas asalariadas en el país.

Marco de Instituciones de Gobierno y sus Funciones

Ministerio de Salud

Dirección de Migración y Extranjería

Ministerio de Trabajo y Seguridad Social

Ministerio gubernamental que vela por el cumplimiento de las garantías laborales que se le otorgan a todas las personas que trabajan en el país.

Ministerio gubernamental que regula la sanidad y el cumplimiento de las disposiciones de salud en las actividades económicas del país.

Órgano público encargado de proveer servicios de regularización migratoria para personas extranjeras.

Ministerio de Economía, Industria y Comercio

Esta entidad es la encargada de facilitarle a las micro, pequeñas y medianas empresas, toda la información que requieren conocer dentro del entorno económico del país.

Instituto Nacional de la Mujer

Translation and analysis

El INAMU es una Institución Pública que promueve y protege los derechos humanos de las mujeres.

Resumen de pasos para

formalizar un proyecto en Costa Rica

Los trámites de formalización son necesarios para asegurar la solidez de cualquier negocio o proyecto. Es importante cumplir con ellos, ya que muchas empresas con clausuradas por incumplimiento de estos requisitos, o bien, no pueden acceder a oportunidades de crecimiento por funcionar en la informalidad.

Solicitar Certificado de Uso de Suelo

Obtener Escritura de Constitución de la sociedad

Inscripción de la sociedad

Inscripción en la Administración Tributaria

Inscripción ante la C.C.S.S. y el I.N.S.

Solicitud del permiso de funcionamiento del M.S.

Solicitud de Patente Municipal

Translation and analysis

Solicitar Certificado de Uso de Suelo

- Formulario solicitud de licencias urbanas (original). Este formulario se otorga en la Municipalidad y es relleno en el momento de la solicitud.

- Plano catastrado del espacio físico donde se ubicará el negocio, sea este propio o alquilado (original + 3 copias)

Un comprobante de recibido con el cual se retira el Certificado de Uso de Suelo al cabo de una semana.

El tiempo de atención y resolución varía según la Municipalidad de cada cantón. Sin embargo, entre el momento de la solicitud y la obtención final del Certificado, suelen transcurrir 8 días en promedio.

Este paso es importante, debido a que en cada cantón del país hay un plan regulador que permite o no el desarrollo de actividades comerciales, habitacionales o industriales para cada terreno en particular. Este trámite siempre es requerido para legalizar cualquier empresa, ya que asegura que el espacio físico que se utiliza, está permitido para operar la actividad

Translation and analysis

económica del negocio. En caso de que el negocio se realice desde una casa, es importante igualmente realizar este trámite para cerciorarse que ese espacio físico puede usarse para vender o fabricar bienes.

Municipalidad del cantón donde se encontrará ubicada la sede principal del proyecto o empresa.

¿Dónde ir?

¿Cuáles son los requisitos?

¿Qué se obtiene?

¿Cuánto dura el trámite?

Información adicional

Algunas municipalidades cuentan con página web

Directorios telefónicos o búsqueda por internet

La gran mayoría de municipalidades cuentan con email

Obtener Escritura de Constitución de la sociedad

Translation and analysis

Los notarios son los profesionales encargados de redactar y formalizar la escritura de constitución de una sociedad. Duran aproximadamente 3 días para entregar la escritura de constitución, texto del edicto, boleta de diario con firma y sello. Tiene un costo de entre \$200 a \$300.

En las sedes del Banco de Costa Rica se realiza el pago de aproximadamente \$100 por el concepto de derechos de registro y se debe llevar la escritura de constitución realizada por el notario. Esto es requisito para el siguiente paso.

Es importante mencionar que muchas veces los notarios ofrecen un paquete completo de servicios que incluye la redacción de la escritura, su presentación ante el Registro Nacional y cancelar derechos de registros, por lo cual cobran un monto mayor de honorarios (\$700 - \$800 en total).

Comparar entre varios notarios la tarifa por honorarios para este trámite y siempre revisar que los documentos contengan los elementos de autenticación que solicita el Registro Nacional (consultar página web).

Translation and analysis

Por medio del enlace "www.registronacional.go.cr" se puede consultar si hay disponibilidad para inscribir determinado nombre para una empresa o cualquier tipo de persona jurídica.

Paso #1 - Consultar disponibilidad de nombre

Paso #2 - Obtener escritura de constitución

Paso #3 - Pagar derechos de registro y timbres

Información adicional

Consejo

www.registronacional.go.cr

(506) 220-20-800.

webmaster@rnp.go.cr

Inscripción de la sociedad

Translation and analysis

Ante el Registro Nacional se presentan los documentos otorgados por el notario y los comprobantes de pago de los derechos de registro y timbres. Al cabo de 8 días en promedio se retira la Escritura de Constitución ya registrada.

También en el Registro Nacional y posterior al paso #3, se deben retirar los documentos finales del proceso con el nombre de la sociedad, cédula jurídica y boleta para certificación. Este trámite dura 25 minutos.

El paso #3 de este trámite se puede realizar de forma digital a través del siguiente link:

www.rnpdigital.com/shopping/login.jspx

Cada certificación que se solicite tiene un costo de 2,800 colones (\$6 aproximadamente).

Consulte en el Registro Nacional todos los costos asociados por concepto de derechos de registro y timbres, y su forma de pago.

En las sedes del Banco de Costa Rica se realiza el pago de aproximadamente \$100 por el concepto de derechos de registro y se debe llevar la escritura de constitución realizada por el notario. Esto es requisito para el siguiente paso.

Paso #1 - Pagar derechos de registro y timbres

Paso #2 - Presentación de Escritura de Constitución

Translation and analysis

Paso #3 - Certificación de Personería Jurídica

Información adicional

Consejo

www.registronacional.go.cr

(506) 220-20-800.

webmaster@rnp.go.cr

Inscripción en la Administración Tributaria

- Formulario D-140 (se llena en el momento de realizar el trámite)
- Certificación de personería jurídica
- Copia clara y original del pasaporte del representante legal de la empresa

De media hora a unas dos horas. Se recomienda realizarlo temprano en horas de la mañana, debido a que hay menor cantidad de público.

Translation and analysis

Constancia de inscripción tributaria. Este documento es de suma importancia y le permite a la empresa realizar ventas con facturas timbradas.

Este trámite no tiene ningún costo.

Este trámite se realiza en cualquiera de las Administraciones Tributarias en el país. Existe una en cada provincia, excepto en San José, la capital, donde tienen operaciones dos oficinas.

¿Dónde ir?

¿Cuáles son los requisitos?

¿Cuál es la duración del trámite?

¿Qué se obtiene?

Información adicional

www.haciendadigital.go.cr/tribunet/principal.html

(506) 2547-00-00

infoyassistencia@hacienda.go.cr

Translation and analysis

Inscripción ante la C.C.S.S. y el I.N.S.

- Solicitud de inscripción ante CCSS como patrono jurídico (formulario que se llena al realizar el trámite)
- Escritura de constitución y Certificación de personería jurídica
- Factura de luz o agua, con ubicación del negocio
- Documento de identidad (copia)

La presentación de la solicitud de inscripción dura alrededor de media hora. Sin embargo, para obtener el visto bueno de la CCSS, un inspector visitará el lugar de trabajo de la empresa para verificar los datos y las condiciones laborales, en el transcurso del mes siguiente a la solicitud.

Este trámite no tiene ningún costo y se tramita en las oficinas de inspección de la CCSS en San José, cantón central.

Translation and analysis

La empresa debe tener un local, oficina o sede administrativa fija para poder recibir el visto bueno, así como empleados que sean remunerados, tengan un horario establecido y sean subordinados.

Este trámite solo es necesario para empresas que planean contratar personal asalariado y no por servicios profesionales. Es esencial asegurar a todo empleado y entender el procedimiento de reporte de planillas que se debe realizar mes a mes.

Paso #1 - Inscripción ante CCSS como patrono jurídico

¿Cuáles son los requisitos ante la CCSS?

¿Cuál es la duración del trámite?

Información adicional

Consejos

www.ccss.sa.cr/

(506) 2539-1025 / 2539-1026 / 2522-3006

corresdi@ccss.sa.cr

Inscripción ante la C.C.S.S. y el I.N.S.

Translation and analysis

- Formularios con información de la empresa y cada uno de sus empleados (salario, jornada, horario, nombre y cédula). Consultar página web.
- Certificación de personería jurídica
- Factura de luz o agua, con ubicación del negocio
- Documento de identidad (copia)

Se dura aproximadamente 40 minutos. Se puede agilizar el proceso si se descargan los formularios desde la página web del INS y se llevan llenados y firmados por el representante de la sociedad.

El pago de la póliza puede ser por trimestre, cuatrimestre, semestre o por año. El monto es calculado sobre el total de salarios de todos los empleados del negocio y aumenta según el tipo de trabajo que realicen, ya que entre más riesgoso es mayor la póliza a pagar.

Este trámite no se puede obviar, debido a que es requisito de otros trámites el contar con la póliza de riesgos del INS. Se puede realizar en cualquiera de las sedes del INS a lo largo del país.

Translation and analysis

Toda persona asalariada en Costa Rica debe estar inscrita ante la CCSS y también tener una póliza de riesgos del trabajo, según la ley vigente. Por lo que al contratar personal es requerido realizar el pago de esta póliza como patrono.

Paso #2 - Obtención de Póliza de Riesgos del INS

¿Cuáles son los requisitos ante el INS?

¿Cuál es la duración del trámite?

Costo del trámite

Consejos

www.ins-cr.com

(506) 2287-6000

contactenos@ins-cr.com

Solicitud del permiso de funcionamiento del Ministerio de Salud

Translation and analysis

Según el área donde se localice el negocio, se debe ir a la oficina del Ministerio de Salud correspondiente, para presentar la solicitud con el formulario respectivo, el cual se brinda al momento de realizar el trámite.

Una vez aprobado el permiso, se debe retirar un documento que certifica que el negocio cuenta con el permiso de funcionamiento por parte del Ministerio de Salud. Este documento es importante, ya que es requisito para el posterior trámite de la patente municipal.

La duración del trámite, desde su solicitud hasta su resolución puede variar según la región del país. Es importante antes de iniciarlo, el consultar y cerciorarse de los montos a través de la página web del Ministerio de Salud.

Para negocios de fabricación de productos cosméticos o alimentos, así como restaurantes o "sodas", existe una regulación especial que debe ser consultada a través de los medios de contacto directo con este Ministerio.

En el Banco Nacional de Costa Rica se realiza el pago de este permiso. El monto por pagar varía según el tipo de negocio que se quiere desarrollar. Además, en el mismo banco, se compran timbres fiscales y timbres de abogado para siguientes trámites.

Paso #1 - Pagar permiso sanitario

Paso #2 - Presentar formulario

Translation and analysis

Paso #3 - Retiro

Información adicional

Consejos

www.ministeriodesalud.go.cr

(506) 2223-0333

consultas@ministeriodesalud.go.cr

Solicitud de Patente Municipal

- Formulario solicitud de patente
- Certificación de personería jurídica
- Certificado de uso de suelo (original + copia)
- Permiso sanitario de funcionamiento (original + copia)
- Contrato y constancia de póliza de riesgos de trabajo (original + copia)
- Timbre de abogado (obtenido en el paso #1 del trámite anterior)

Translation and analysis

- Documento de identidad (copia simple)

La solicitud de la patente puede durar 40 minutos. Sin embargo, desde la solicitud hasta su resolución, pueden pasar de 8 a 30 días, según la Municipalidad donde se realice.

Este trámite en ocasiones puede resultar tardado, por lo que se recomienda planificarlo y consultar con la Municipalidad cualquier especificación especial que se requiera, según el tipo de empresa.

Este trámite se realiza en la Municipalidad donde tenga operaciones el negocio.

¿Dónde ir?

¿Cuáles son los requisitos?

¿Cuánto dura el trámite?

Consejos

Algunas municipalidades cuentan con página web

Directorios telefónicos o búsqueda por internet

Translation and analysis

La gran mayoría de municipalidades cuentan con email

Contexto Económico

Perfil del consumidor costarricense

Características de las industrias y economía de Costa Rica

Principales Características Sociales y Económicas de Costa Rica por provincia

Costa Rica desarrolla una amplia variedad de actividades económicas que se concentran en el área central del país.

—

4,8

Millones

Población total:

Translation and analysis

Sectores de la Economía de Costa Rica

Este sector está integrado por actividades de explotación de recursos naturales para la generación de materias primas. En la economía del país, este sector es el de menor participación (aproximadamente 6% del PIB) y sus actividades principales son la agricultura y ganadería. Se caracteriza por requerir altos niveles de inversión y está afectado directamente por los efectos del cambio climático.

Sector Primario

Sector Secundario

El sector industrial ha crecido durante las últimas décadas. Su especialización se ha basado en la producción de componentes tecnológicos para su exportación, sin embargo, el aumento de los costos de producción en el país han desacelerado las inversiones en esta industria. Las actividades más desarrolladas han sido la fabricación de productos alimenticios, manufactura de componentes técnicos para equipo especializado y la construcción.

Sector Terciario

También llamado como sector servicios, es el de mayor participación en la economía de Costa Rica (alcanza el 73% del PIB). A su vez, es el sector de mayor crecimiento por el aumento de la demanda de servicios que son brindados a compañías nacionales y compañías del exterior.

Translation and analysis

La especialización del talento humano y la relativa baja inversión requerida para iniciar un negocio, alienta la aceleración de este sector.

Sector con más auge:

Servicios a consumidores y empresas

Servicios médicos, educativos, turísticos y profesionales son los más destacados. Existen una gran diversificación de estos servicios en cuanto a los sectores poblacionales y territoriales donde atienden necesidades de mercado.

Año tras año, el sector ha incorporado un dinamismo más acrecentado, fundamentado en la demanda creciente de servicios eficientes y con valor agregado para satisfacer las necesidades de consumidores que no necesariamente están compuestos por la población en general, sino más bien, por empresas u organizaciones con necesidades puntuales y con una estrategia de terciarización de procesos.

¿Por qué este sector tiene un mayor crecimiento?

El desarrollo actual de las compañías y empresas nuevas se orienta a delegar en terceros la mayor cantidad de operaciones para poder enfocarse en las actividades principales de su estrategia gerencial.

Translation and analysis

Esto representa una oportunidad para ofrecer servicios innovadores a la población y a las compañías, acompañados de elementos de valor que compongan una propuesta atractiva para atraer clientes.

Fuentes consultadas:

- KPMG, Costa Rica: la atracción de capitales en el Sector Servicios. <http://goo.gl/vkbqro>
- MEIC, Oportunidad de Crecimiento Económico fuera del GAM. <http://goo.gl/LsIWdM>
- La Nación, Costa Rica logra récord en ventas de servicios a empresas extranjeras
<http://goo.gl/oq0ZBA>
- La Nación, Costa Rica encabeza auge de servicios en el istmo. <http://goo.gl/WPZfGc>

Perfil del Consumidor Costarricense

El consumidor costarricense es atraído generalmente por productos y servicios innovadores, prácticos y que solventan necesidades diarias. Esto es aplicable a industrias tales como: comunicaciones, servicios de transporte y mensajería, servicios profesionales, dispositivos, artículos para el hogar, cuidados médicos y alimentación, entre otros.

Translation and analysis

Esto obliga a cualquier nuevo emprendimiento a ser competitivo, no solo en el precio del bien o servicio que oferta, sino también en la relación con cliente, la comercialización, el modelo de negocio y su propuesta de valor, por lo cual se hace imprescindible el estudiar a profundidad la cultura de determinada comunidad o región antes de desarrollar cualquier empresa.

Cada comunidad, pueblo, ciudad, cantón y provincia del país tiene características singulares que deben ser tomadas en cuenta al formular la estrategia de negocio. También es importante conocer sus condiciones socio-económicas, edad, nivel educativo y el dinamismo de su economía local. Esta información será vital para adaptar la estrategia de negocio e incrementar el potencial de crecimiento.

Fuentes consultadas:

- El Financiero, Listado "Perfil del consumidor 2015". <http://goo.gl/UgRTIj>
- El Financiero, La ruta que sigue el consumidor tico. <http://goo.gl/ftHmlx>
- Red 506, Uso que hacen los costarricenses de Internet y redes sociales. <http://goo.gl/iY5PUI>

Principales Desafíos para Emprender en Costa Rica

Translation and analysis

¿Qué es lo que buscan mis clientes? ¿Cuáles son sus gustos? ¿Realmente el producto que ofrezco cumple con lo que el mercado meta necesita y busca? Todas las anteriores preguntas son la base para obtener la información de mercado base que permite desarrollar productos y servicios que sean vendidos de forma acelerada y a un precio que incorpore utilidades para el negocio.

Este es un reto importante y fundamental, ya que un emprendimiento no será exitoso si no cumple con lo que el mercado demanda. Escuchar a los clientes antes de invertir, producir y hasta iniciar cualquier proyecto, es un paso crucial para evitar fracasos innecesarios, principalmente para un emprendedor migrante que no está muy familiarizado con la cultura y el comportamiento de los consumidores en Costa Rica.

Identificar el mercado meta, conocerlo, investigarlo y adecuarse a sus necesidades, costumbres, gustos e intereses

Alcanzar el nivel de ventas suficiente para cubrir los costos y recuperar la inversión

El llamado "punto de equilibrio" sin duda representa un desafío para cualquier emprendedor. Es importante reconocer que para alcanzar ese punto, según cada caso en particular, se puede demorar hasta dos años de operación, por lo que el emprendedor debe asesorarse para analizar el panorama financiero, con el fin de diseñar planes de contingencia en caso de que los recursos económicos se agoten.

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Fuente de interés para conocer más sobre estos desafíos:

Global Entrepreneurship Monitor - Costa Rica 2014: <http://catedrainnovacion.ucr.ac.cr/GEM-C4-2014.pdf>

Consejos para emprender

Recomendaciones de tramitología

¿Cómo lograr rentabilidad?

Logística

Recomendaciones sobre tramitología

¿Persona física o persona jurídica?

Un negocio a título personal, es decir, efectuado bajo el nombre de una persona física, tiene la ventaja de presentar una menor complejidad con respecto a la tramitología necesaria para formalizarse. Esto motiva a que las personas prefieran optar por esta opción, en lugar de

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incurrir en el proceso de crear una sociedad o persona jurídica, junto con los gastos relacionados.

Por otro lado, un negocio formalizado como persona jurídica, tiene dos ventajas importantes:

Proyecta una mayor confiabilidad ante clientes potenciales. Por ejemplo, es más formal presentar una factura a nombre de la sociedad "Productos Alimenticios S.A." que facturar a nombre de una persona "María Piedra Orozco".

Cualquier persona, sea nacional o extranjera, puede crear una sociedad en Costa Rica. Con solo un pasaporte es posible formalizar una empresa y realizar la tramitología a nombre de la persona JURÍDICA o empresa, y no necesariamente a nombre del emprendedor. Sin embargo, la persona que realice la inscripción debe contar con una residencia temporal que le posibilite laborar, o bien, con una residencia permanente, un permiso de trabajo o con la condición de refugiado.

Nota importante:

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El emprendedor debe tener una condición migratoria que sea regularizada y le permita trabajar para una empresa o dedicarse a un emprendimiento propio. Obtener esta condición puede conllevar varios meses de tramitología.

Recomendaciones sobre tramitología

¿Qué se requiere para ingresar a Costa Rica y realizar una actividad económica?

La Dirección General de Migración y Extranjería es el órgano encargado de tramitar el ingreso al país de personas provenientes del extranjero, así como del seguimiento de su condición migratoria.

En Costa Rica, si una persona extranjera desea laborar para una empresa o bien, crear una propia, debe contar con un permiso de trabajo. Este requisito es fundamental, ya que si una persona entra al país y ejerce actividades económicas sin contar con ese permiso, corre el riesgo de deportación. En el siguiente enlace se detallan los permisos vigentes:

<http://www.migracion.go.cr/extranjeros/permisos.html>

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A su vez, existen las cédulas de residencia temporales. Estos documentos de identidad permiten que la persona portadora pueda ejercer actividades económicas en el caso de que la cédula de residencia sea expedida bajo las siguientes figuras:

Residencia Temporal como Inversionista

Residencia Temporal como Rentista

Residencia Temporal como Cónyugue de un costarricense

En este enlace:

"<http://www.migracion.go.cr/extranjeros/residencias.html>" se detallan los requisitos requeridos para cada figura, así como los canales de comunicación para atender cualquier consulta.

Por otro lado, las personas con cédulas de residencia permanentes (figura también explicada en el enlace anterior), así como los extranjeros que obtienen la condición de refugiado, pueden ejercer actividades económicas en Costa Rica sin restricciones particulares.

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Recomendaciones sobre tramitología

¿Cuál es el momento idóneo para formalizar un negocio?

El momento idóneo para arrancar los trámites se compone de variables particulares en cada proyecto. Sin embargo, existen componentes claves que son definidos por la legislación vigente y por la maduración de la idea de negocio:

1. Completa definición de qué se va a vender y certeza de que hay una demanda insatisfecha para este bien o servicio.
2. Tener claridad de cómo se va a financiar la inversión requerida (ahorros, financiamiento, inversionistas, etc.).
5. Agrupar un equipo de trabajo con el cual delegar funciones.
6. Haber definido una oficina, espacio o local donde operar.
7. Averiguar los requisitos específicos que aplican para proyectos de fabricación o comercialización de productos especiales.

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3. Contar con una proyección clara de costos y ventas que permitan conocer la inversión requerida y el plazo que tomará recuperar esa inversión.

3. Contar con los requisitos básicos para cada trámite.

4. Tener un estado migratorio regular.

¿Cómo buscar la rentabilidad al emprender?

Factor #1 - Reconocer los costos

¿Cuál es el costo real de un producto?

Muchos emprendedores no contemplan elementos del costo de su producto y por ende, calculan una ganancia errónea. Por lo tanto es importante recordar que el costo de todo bien se compone de:

Materia Prima

Costo de Fabricación

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Mano de Obra

Costos Indirectos

Errores comunes:

- No contemplar el costo del tiempo que conlleva fabricar un producto o prestar un servicio

- No contemplar el costo de los servicios públicos y el espacio usado para la fabricación

Consejos:

- Llevar un control de los ingresos y gastos para fines contables

- Delegar en personas de confianza funciones administrativas, de costos y contabilidad, ya que requieren dedicación

¿Cómo buscar la rentabilidad al emprender?

Translation and analysis

Factor #2 - Un óptimo precio de venta

¿Cómo calcularlo?

Un precio de venta ideal es el que combina en equilibrio los dos siguientes elementos:

- Precio de venta con margen

Es imprescindible conocer cual es el costo de fabricación de determinado producto o el costo relacionado a la prestación de un servicio; ya que con base a ese costo se puede agregar un margen, con el cual determinar un precio de venta. El porcentaje de ese margen está listado con el siguiente elemento.

Fórmula:

$$PV = Cu * (1+\%)$$

PV: Precio de Venta Final

Cu: Costo unitario de fabricación

%: margen de ganancia en porcentaje

- Precio competitivo

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Siempre es importante tomar en cuenta la información del mercado en el que se compite. El precio no siempre debe ser menor que el de los competidores, si los consumidores se sienten satisfechos por la propuesta de valor que experimentan.

Nota:

Es recomendable orientar las ventas a empresas o entidades que sean grandes y que puedan realizar compras de altos volúmenes de mercadería. Esto posibilita un mayor crecimiento.

Logística: Recursos y Distribución

Recursos esenciales para iniciar una empresa

- Recurso Humano

El proceso de emprender un negocio no debe ser llevado por una única persona. El dueño de un negocio con posibilidades de crecimiento debe asumir tareas de toma de decisiones y procesos productivos. La contabilidad, mercadeo, tramitología y comercialización, son ejemplos de tareas que deben ser delegadas en un equipo de personas de confianza y comprometidas con el proyecto.

- Recurso Legal (tramitología básica y especial)

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Según el tipo de empresa y el tipo de actividad económica, Costa Rica aplica una legislación base para regular todo negocio, desde un ámbito legal, tributario, laboral, económico y de factibilidad de suelos para usarse con fines productivos.

Sin embargo, existen regulaciones especiales aplicadas por el Ministerio de Salud, el Servicio Fitosanitario del Estado, el Servicio Nacional de Salud Animal y la Secretaria Técnica Nacional, para casos donde se produzcan bienes o se realicen operaciones que pueden potencialmente dañar al ser humano, a animales o al ambiente.

En este tema es aconsejable asesorarse con profesionales, invertir en talento humano y siempre reconocer el trabajo de cada persona con una remuneración digna, bajo el marco regulatorio que rige en Costa Rica.

Logística: Recursos y Distribución

Recursos esenciales para iniciar una empresa

- Materia Prima y Espacio Físico

Otro elemento fundamental para emprender, es identificar los proveedores adecuados para fabricar o comerciar determinados bienes. Es importante seleccionar a proveedores ágiles, con

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reputación, experiencia comprobable y que ofrezcan buena calidad y precio, para asegurar la productividad de la empresa.

En este aspecto, un espacio físico también debe ser seleccionado con mucha atención en todos los detalles: ubicación, costo, servicios que ofrece, estado de la infraestructura, seguridad y si cumple con los requisitos especiales que instituciones como el Ministerio de Salud pueden solicitar. Es importante consultar ante las instituciones la regulación que aplica en cada caso antes de elegir el espacio físico.

- Recurso de Comercialización

¿Cómo le haremos llegar el producto a nuestro cliente? Según la demanda del mercado, así serán orientados los canales de comercialización de cada empresa. La clave es que sea cómodo, ágil y económico, para que el cliente reciba un excelente servicio.

En Costa Rica está en auge la comercialización vía internet de productos que son entregados al cliente a través de plataformas de envíos tales como Correos de Costa Rica. Este auge se relaciona al incremento importante de usuarios que ahora efectúan sus compras desde su computadora o celular, por lo que resulta relevante estudiar estas vías de comercialización.

Enlaces y contacto

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Enlaces de interés

Gobierno de Costa Rica

- Registro Nacional

www.rnpdigital.com

- Dirección General de Tributación

www.hacienda.go.cr

- CCSS

www.ccss.sa.cr

- Instituto Nacional de Seguros

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www.ins-cr.com

- Ministerio de Salud

www.ministeriodesalud.go.cr

- Dirección de Migración y Extranjería

www.migracion.go.cr

- Ministerio de Trabajo

www.mtss.go.cr

- Ministerio de Economía, Industria y Comercio

www.meic.go.cr

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Embajadas

- Embajada de Nicaragua

www.embassypages.com/embajada5994/

- Embajada de Colombia

<http://costarica.embajada.gov.co>

- Embajada de México

<https://embamex2.sre.gob.mx/costarica>

- Embajada de Honduras

www.embajadahonduras.co.cr

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- Embajada de El Salvador

embajadacostarica.rree.gob.sv

Enlaces de interés

- Asociación Yo Emprendedor

www.yoemprendedor.net

- Red Nacional de Incubadoras

www.pyme.go.cr/cuadro6.php?id=1

- Impactico

www.impactico.org

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- CAMTIC

www.camtic.org

- FOUNDER INSTITUTE

www.facebook.com/ficostarica

- Asociación de Empresarios Colombianos en Costa Rica

www.aecol.cr

- Asociación de Migrantes Nicaragüenses en Costa Rica

Correo: jagoma4@yahoo.es

- Asociación de Emprendedores Mexicanos en Costa Rica

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www.emprendedoresmexicanos.cr

Organizaciones que apoyan al emprendedor migrante

Despachos de abogados

- Arias y Muñoz

www.ariaslaw.com

- Inmigrationservices.cr

www.immigrationservices.cr

- Ara-Law

www.aralaw.cr

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- Meléndez y Bonilla

www.costaricaimmigration.com/espanol/immigration.htm

- Costa Rica Law

<http://costarica-law.com>

- Costa Rica Immigration Experts

www.crimmigrationexperts.com

(consultar tarifas)

Información de Contacto

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Original text from English

Apartotel Don Francisco is located in the residential zone of Escazu, and offers a lobby with a beautiful fountain and a free morning coffee service. Each studio and apartment has free Wi-Fi, a fully equipped kitchen and free DVD rental.

The studios and apartments offer wonderful views. Each one has a seating area and a private bathroom with a shower and free toiletries. Free parking is available on site.

Shops, a supermarket and restaurants can be found in Distrito Cuarto, located next to the Don Francisco. Multiplaza Shopping Centre is 4 minutes' drive away, and offers a wide range of shops and restaurants.

Apartotel Don Francisco is 15 minutes' drive from central San José. Tobías Bolaños International Airport is 9 km away.

We speak your language!

Apartotel Don Francisco has been welcoming guests since Oct 19, 2012
Apartments/rooms: 13

6 Reasons to Choose Apartotel Don Francisco

Low rates

164 properties in San José

Making changes is easy

35 independent reviews

The staff speaks English

Booking is safe

Facilities of Apartotel Don Francisco [Great facilities! Review score, 8.6](#)

Miscellaneous

- Non-smoking Rooms
- Family Rooms
- Soundproof Rooms
- All Spaces Non-Smoking (public and private)
- Air Conditioning

Transportation

- Airport Shuttle (surcharge)

Pets

- Pets are not allowed.

Food & Drink

- Vending Machine (drinks)

Translation and analysis

Internet

- **Free!** WiFi is available in all areas and is free of charge.

Parking

- **Free!** Free private parking is available on site (reservation is not needed).

Front Desk Services

- 24-Hour Front Desk
- Safe
- Tour Desk
- Baggage Storage

Cleaning Services

- Laundry
- Dry Cleaning
- Daily Housekeeping

Business Facilities

- Fax/Photocopying

Languages Spoken

- Spanish
- English

Good to Know

Check-in
From 15:00

Check-out
Until 12:00

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Cancellation/ prepayment

Cancellation and prepayment policies vary according to room type. Please [enter the dates of your stay](#) and check what conditions apply to your preferred room.

Children and Extra Beds

All children are welcome.

Free! One child under 6 years stays free of charge when using existing beds.

Free! All children under 6 years stay free of charge for extra beds.

The maximum number of extra beds in a room is 1.

Any type of extra bed or crib is upon request and needs to be confirmed by management.

Pets

Pets are not allowed.

Exceptional

- Solo traveler
- Studio

👍 I had #15: high ceilings, separate bedroom, large living/dining room with kitchen. large bath. Walking distance to dentist, many good restaurants in area.

Exceptional

- Leisure trip
- Couple
- Studio

👍 Full kitchen was a great bonus

Nice hotel”

- Leisure trip
- Family
- Superior Two-Bedroom Apartment
- Submitted from a mobile device

👎 The air conditioner in our room was loud at night.

Translation and analysis

👉 The hotel was very clean, secure, and comfortable.

“A Great and Pleasant Experience - You will not regret staying here!”

- Couple
- Studio

👉 I just wish they had a restaurant inside the facility--then it would have been an 'excellent stay.'

👉 The studio apt. we had was very clean, spacious, had all the cookware and dinnerware we needed to prepare our own meals. We saw several of the other larger units and they were beautiful. The office staff and the workers were very nice, professional and helpful. Several of them spoke English which was great! They called for the taxi for us every day. They met all our needs, They even had free coffee in the lobby. The TV had at least 4 stations that spoke English. ABC, CBS, CNN and TCM. The best part was they had 2 washers and 2 dryers on site for washing our clothes. Washer and detergent was free and dryer was a small fee of about \$4--american. The supermarket and restaurants were close by--nice walking distance--about a mile or less. You will not regret your stay here!

“Apartments with great attitude”

- Business trip
- Couple
- One-Bedroom Apartment

👉 The showers did NOT work well.

👉 The rooms were especially clean! Quite nice. The neighborhood was quiet, there was off-street parking, yet within walking distance of a grocery store and restaurants. The staff was helpful, although there was some confusion when we checked in--we felt there was an attempt to get us to stay an extra night. the helpfulness extended to helping us get boarding passes printed.

“great value”

- Leisure trip
- Couple
- Studio

👉 friendly staff and close to stores and restaurants and a very nice quiet stay.

Translation and analysis

“Good value, bad wifi, aloof management”

- Leisure trip
- Couple
- Studio
- Submitted from a mobile device

Wifi

Wifi didn't work on any of our 3 Apple devices. 2 phones and iPad. Owner / manager was no help and insisted it was our devices even though we've never had this problem at any other hotel or public wifi. Worked great next night at Sheraton. We paid \$63 including tax. Good value for area. Comfortable super roomy room but dated decor.

“Great Comfortable Stay”

- Couple
- Superior Two-Bedroom Apartment

The owners did a fabulous job decorating the property and were very helpful. There is some seating next to a fountain where you can sit and relax, as well as the spacious room. The owner was available for restaurant and travel tips and movies to borrow. We had a great stay.

“Good for short stay while getting dental work.”

- Leisure trip
- Solo traveler
- One-Bedroom Apartment
- Submitted from a mobile device

No balcony or outside sitting area.

Kitchen facilities. Close to dental office and other facilities.

“Clean, Comfortable, Good Value”

- Group

Translation and analysis

- One-Bedroom Apartment

⚠ The main staff person is a native English speaker; however, some of the other staff do not speak much English. This was not an issue for me, but it may be for others.

✅ I visited Costa Rica primarily to have some dental work. The location was very convenient to the dental clinic (I was able to walk there in about 15 minutes). Members of the staff were always courteous and helpful when responding to my questions. There are many touches that made the apartment a very good value -- Free movies for guests, free wi-fi in the room, full kitchen (in the room we stayed in), two bathrooms (in the room we stayed in), washer and dryer on the property. Additionally, there is a shopping center with a good supermarket also within a 10-15 minute walk. The center also has a couple of reasonably priced restaurants.

Very good

- Leisure trip
- Solo traveler
- One-Bedroom Apartment

✅ Within easy walking distance to a delightful little shopping plaza (<10) with great eateries, coffee shops and full range AMC supermarket. Townhouse No.16 came highly recommend and I wasn't disappointed.

“Nice place to stay in Escazu”

- Solo traveler
- Studio

⚠ No breakfast offered

✅ Quiet location in Escazu. Not far from Cima, multiplaza, etc, but not too close to the highway or busy streets.

Excellent

- Solo traveler
- One-Bedroom Apartment

Translation and analysis

🔥 hot water not hot

🟢 everything good but hot water

reasonably price, some good amenities"

was able to walk to medical appointments- however walking back was challenging as it was up a steep hill- appeared to be lots of traffic throughout the whole day- felt safe though- I didn't have a car so felt somewhat isolated even though things were nearby. Didn't see any vending machines or anything. If you have a car you could go shopping and cook in the rooms.. very clean place... had some translation concerns with staff- wasn't able to give advice or provide direction for things to do. managed to explore myself. They said they have wi-fi but no computer for guest to use. I would stay here again now that I know the area and the price was reasonable. Again very quiet place and extremely clean.

"Apartotel Don Francisco a little gem ..."

This apartment hotel was located near my Dentist, Dr Mario Garita, in a safe area. There were shops and a supermarket close by as well as American brand restaurants. The suite was large with bedroom, bathroom, kitchen, and living room, 2 TV's... High ceilings made it even more spacious... The room was cleaned daily by friendly helpful staff... Front desk was always accommodating ... It is not a five star hotel and doesn't look like much from the outside front but it is a wonderful place for an extended visit where you can stay without breaking the bank with comforts of your own apartment. I will stay there again on my next visit. I was there 14 nights.

"Great Place"

Very nice place, clean & cozy. Staff was a great help. Room was very clean & a great size. Will stay again next time in San Jose

"Nice place, great value, but..."

Aparthotel Don Francisco is a great deal, and for our purposes, a terrific location. Large, clean well fitted out rooms, great staff. The only downsides were super slow and spotty WiFi, and neighbors who started the day at 6:00am with super loud talking and music, then need ended the day at 11:30pm till midnight and beyond with similar, including bonus door slamming. I feel the hotel could do a better job with a quiet time rule, since a big part of their business is medical travel (sleep is good!)

Super comfortable,great staff,great location"

Loved my stay here.Angelo,the onsite manager was a real standout!Would definitely stay here again.

Translation and analysis

“Very good value”

Reviewed April 8, 2013

Nice hotel, a bit of a walk to any shops and restaurants but still in a safe neighborhood.

Room 17 and the one across from it were the nicest, 2 floor loft with a full kitchen.

Could use an upgrade on the 1990s television set and sofa bed

It would be nice if they had a restaurant in the hotel or close by

Friendly staff, good service, wifi, ac

“A breath of fresh air”

Reviewed July 17, 2013

This hotel is a delightful break from the rest of this area in Costa Rica which tries so very hard to be like Fort Lauderdale. If I wanted the Marriott, Embassy Suites, etc., I would have stayed in Charlotte. The Apartotel Don Francisco offers a nice Costa Rican touch while providing all the amenities. It is convenient to shopping and restaurants. The rooms are large and comfortable. All have full size refrigerator, microwave, etc. The staff is great and do all that they can do make things pleasant. Having someone come out front to help with baggage when I arrived by cab was a pleasant touch.

I stayed at the Apartotel Don Francisco while in town on business for a week. Would recommend it without hesitation to anyone looking for a clean, comfortable hotel.

“Great Value in a nice area”

Reviewed July 28, 2013

Translation and analysis

Was in town for a week and found this cute hotel. It's actually called an Apartotel, and for good reason.

For less than you would pay for a basic "standard" hotel room, you get an apartment that actually makes you feel at home.

Each of the rooms are different. A couple are just large rooms, most are two room suites, two have downstairs living areas and upstairs bedrooms. They all have kitchens with full size refrigerators, stove and microwave.

The people there are extremely pleasant and whatever they can to make you feel welcome. For example when I asked the manager about the different rooms, he insisted on giving a complete tour - thus I can write about all the different rooms.

There were other nice touches - such as a library of movies to borrow at no charge- that made the stay there most enjoyable.

Room Tip: This is a basic, comfortable hotel with suites for the cost of rooms.

“Affordable and convenient”

Reviewed June 22, 2014

We picked this hotel from a list of close-by to dental office (Mario Garita "Dental Experience). 10 minutes down the hill; 12 minutes back. Clean, comfortable and with very capable and friendly staff.

At the close-by 4th District Mall there are four excellent restaurants (8 minute walk; under \$2 usd taxi), a supermarket (taxi directions: "supermercado"), and a Pharmacy.

These are serviced apartments, with a full kitchen and usually two bedrooms. Excellent cable (Miami stations for the World Cup) and CNN.

Room Tip: On the hotel website there are schematics of all rooms.

“Home away from home”

Reviewed November 29, 2014

I originally booked a room via e-mail. When I arrived late in the evening after an arduous journey, I was shown to the suite and settled in for the night. However, because I'm a little exacting in my preferences, I was not entirely happy with my particular room. It was nothing bad, it's just that I felt that a forty-night stay might be a bit challenging for me. I expressed my concerns to Norman, the owner, and he very graciously offered me another suite (#16). Bingo! I was ecstatic.

I've been here for just over two weeks and have zero complaints. The staff are friendly, and the maids are pretty! :-) It really is a home away from home. I have a downstairs kitchen and an upstairs bedroom. Since I like elbow room and being outside, this suite fits the bill perfectly. The "outside" reference has to do with the fact that I can look out of any window and get a sense of space.

Great hotel with a great attitude. And very affordable for a long stay.

P.S. The only reason that I gave "Service" a Very Good rating rather than Excellent is because I'm on a lease (no 13% room tax for over 30-day stays) and thus cleaning is on an as-needed basis.

Room Tip: I am staying in Suite #16, one of two that are split level and at the back of the hotel.

“A pleasant experience”

Reviewed April 25, 2015 via mobile

Translation and analysis

I chose this hotel because it was within walking distance of my Costa Rican Dentist, Dr. Mario Garita... The hotel was a pleasant surprise ... The room was large with high ceilings, fully equipped kitchen, living room and bedroom with large shower...it was very clean and kept that way for the 14 days I was there... The most surprising part was how helpful and accommodating the entire staff was during my visit ... They were totally committed to seeing that my stay was flawless and with a smile!!! I felt like I was leaving friends when I checked out ... I will stay here whenever I am in Costa Rica!

“A Welcome Alternative to the Beaten Path...”

Reviewed August 26, 2015

This apartotel is located in Gauchepelin a suburb of San Jose. Unlike a typical hotel, each room is set up as an apartment with fully equipped kitchens and enough room to spread out and relax comfortably. While located on a quiet street, it is within walking distance of a new commercial center featuring several restaurants and shops, including a supermarket, if using the kitchen to fix your own meals appeals to you. The staff was friendly and competent and the rooms spotless. Twenty-four hour security is provided. If you want a nice clean, safe place to stay, you should definitely consider Apartotel Don Francisco.

“We shall return”

Reviewed January 13, 2016 via mobile

Very nice. We needed a place to stay overnight. Nicely appointed with enough room for our large family to be comfortable. Breakfast offerings were a nice mix of continental and American options. Recommended to our family there as a great place to visit.

“iVery Nice!”

Reviewed March 14, 2016 via mobile

Chosen for the great rates and convenient location to my business at hand, ApartHotel Don Francisco is now a favorite, especially for longer stays with the kitchen. It is clean, quiet and very friendly staff. The parking is secure and it easy to come and go from.

“Spacious and Comfortable”

Reviewed 3 weeks ago

A great place to use as a base when we travel to San Jose to shop for our business. Very accommodating hosts, close proximity to hotel supply and electronics shopping. Good restaurants and supermarket close by. Rooms are spacious and comfortable.

With natural wonders in abundance, Costa Rica is an ecological paradise and one of the top tourist spots in Latin America. Its jungles and rivers make it the ideal destination for outdoor adventurers, while its beaches tempt vacationers seeking a relaxing getaway.

Area & Travel Info information :

Amusement Park San Jose - 5.1 km / 3.2 mi

Business Center Forum 1 – 4.8 km / 2.3 mi

Business Center Forum 2 - 4.8 km / 2.3 mi

Costa Rica National Stadium – 5.65 km / 3.51 mi

Estadio Nacional – 5.65 km / 3.51 mi

Global Park Free Zone and Business Park - 6.2 km / 3.9 mi

Hospital Cima- 1.54 km / .96 mi

Irazu Volcano 34.39 km/ 21.37 miles

Translation and analysis

La Salle Natural Science Museum - 5.9 km / 3.7 mi
Metro Free Zone & Business Park - 5.6 km / 3.4 mi
Momentum Lindora Shopping Center - 4.4 km / 2.5 mi
Multiplaza Mall Escazu - 1.1 km / .7 mi
National Theatre- 8.93 km/ 5.55 miles
Plaza Itskazu- 1.45 km/ 0.9 miles
Plaza Real Cariari – 4.9 km / 2.63 mi
Sabana Park – 5.65 km / 3.51 mi
Spirogyra Butterfly Garden - 7.1 km / 4.4 mi
Ultrapark Free Zone & Business Center - 6.2 km / 3.9 mi

SUITE #2

SUPERIOR SUITE

Lease Rate (30 nights) \$1,200 (Taxes Included)

Two rooms + bathroom

King size bed

Queen size sofa bed

Complete kitchen + utensils, microwave, blender, coffee maker, 2-plate stove

Fire alarms

Safe box

Internet direct access + WiFi

Cable TV (2)

Air conditioning

Fans

Closets (3)

Desk

Shower and bath tub

Iron + ironing board

Translation and analysis

Free local calls

SUITE #3

Superior Double Bedroom Apartment 2 Baths

LEASE (30 nights)-\$1,300 (Tax included)

Two bedrooms + two full bathrooms

Two Queen size beds

Complete kitchen + utensils, microwave, blender, coffee maker, 2-plate stove

Fire alarms

Safe box

Internet direct access + WiFi

Cable TV (2)

Air conditioning

Closets

Desk

Shower

Iron + ironing board

Free local calls

Suite #4

Studio Loft Apartment

Lease (30 nights)-\$ 1.100.00 (Tax included)

One room + bathroom

Queen size bed

Complete kitchen + utensils, microwave, blender, coffee maker, 2-plate stove

Fire alarm

Translation and analysis

Safe box Internet direct access + WiFi

Cable TV

Air conditioning

Closets

Desk

Shower

Iron + ironing board

Free local calls

Suite #6

Studio Loft Apartment

Lease (30 nights) \$ 1,200.00 (tax included)

Two rooms + bathroom

Queen size bed

Complete kitchen + utensils, microwave, blender, coffee maker, 2-plate stove

Fire alarms

Safe box

Internet direct access + Wi-Fi

Cable TV

Air conditioning

Closets

Desk

Shower

Iron + ironing board

Free local calls

Translation and analysis

Suite #7

Superior Suite Apartment

Lease- (30 nights)- \$1200.00 (Tax included)

Two rooms + bathroom

Queen size bed

Queen size sofa bed

Complete kitchen + utensils, microwave, blender,
coffee maker, 2-plate stove

Fire alarms

Safe box

Internet direct access + WiFi

Cable TV (2)

Air conditioning (2)

Closets

Desk

Shower

Iron + ironing board

Free local calls

Suite #8

Studio Loft Apartment

Lease- (30 nights)-\$1,200 (Tax included)

Two rooms + bathroom

Queen size bed

Complete kitchen + utensils, microwave, blender, coffee maker, 2-plate stove

Fire alarms

Translation and analysis

Safe box

Internet direct access + WiFi

Cable TV

Air conditioning

Closets

Desk

Shower

Iron + ironing board

Free local calls

Suite #9

Superior Double Bedroom Apartment 1 Bath

LEASE (30 nights)-\$1,350 (Tax included)

Two bedrooms

One bathroom

One Queen size bed + One Full size bed

Complete kitchen + utensils, microwave, blender, coffee maker, 4-plate stove

Fire alarms

Safe box

Wi-Fi

Cable TV

Air conditioning

Closets

Desk

Shower

Iron + ironing board

Translation and analysis

Free local calls

Suite #10

Executive Suite Apartment

Lease-(30 nights)-Lease \$1350,00 (Tax included)

Three rooms (BR + LR + DR)

Large bathroom

Queen size bed

Queen size sofa bed

Complete kitchen + utensils, microwave, blender, coffee maker, Oven

Fire alarms

Safe box

Internet direct access + WiFi

Cable TV (2)

Air conditioning

Fans

Closets

Desk

Shower

Iron + ironing board

Free local calls

Suite #12

Executive Suite Apartment

Lease-(30 nights)-\$1,200 (Tax included)

Big room + bathroom

Translation and analysis

Full kitchen + dining are

Queen size bed

Complete kitchen + utensils, microwave, blender, coffee maker, Oven

Fire alarms

Safe box

Internet direct access + WiFi

Cable TV

Air conditioning

Fans

Closet

Desk

Shower

Iron + ironing board

Free local calls

Suite #14

Studio Loft Apartment

Lease-(30 nights)- \$995 (Tax included)

Area: 196 sq. ft.

One room + bathroom

Queen size bed

Complete kitchen + utensils, microwave, blender, coffee maker, 2-plate stove

Fire alarms

Safe box

Internet direct access + WiFi

Cable TV

Translation and analysis

Air conditioning

Closet

Desk

Shower

Iron + ironing board

Free local calls

Suite #15

Superior Suite Apartment

Lease- (30 nights)-\$1,200.00 (tax included)

Area: 414 Sq. Ft.

Two rooms + bathroom

Queen size bed

Queen size sofa bed

Complete kitchen + utensils, microwave, blender, coffee maker, 2-plate stove

Fire alarms

Safe box

Internet direct access + WiFi

Cable TV (2)

Air conditioning

Fans

Closet

Desk

Shower

Iron + ironing board

Free local calls

Translation and analysis

Suite #16

Executive 2-Floor Casita Townhouse

Lease- (30 nights)-\$1,300 (Tax included)

Area: 576 Sq. Ft.

Two floors + 1 and ½ bathroom

Queen size bed

Queen size sofa bed

Complete kitchen + utensils, microwave, blender, coffee maker, Oven

Fire alarms

Safe box

Internet direct access + Wi-Fi

Cable TV (2)

Air conditioning

Fans

Closet

Desk

Shower

Iron + ironing board

Free local calls

Suite #17

Executive 2-Floor Casita Townhouse

Lease- (30 nights)-\$1,300 (tax included)

Area: 576 sq. ft.

Translation and analysis

Two floors + 1 and ½ bathroom

Queen size bed

Queen size sofa bed

Complete kitchen + utensils, microwave, blender, coffee maker, Oven

Fire alarms

Safe box

Internet direct access + WiFi

Cable TV (2)

Air conditioning

Fans

Closet

Desk

Shower

Iron + ironing board

Free local calls

Every suite is unique at the Apartotel Don Francisco. Make your reservations well in advance so that you get your choice of suite. Inquire about our non-refundable **prepaid reservation** that will save you **\$\$\$**

We accept all major credit cards and PayPal.

14-Studio Loft Apartment

Translation and analysis

Comfortably sleeps two adults, full size refrigerator, microwave, hotplate, fully-equipped kitchen, television, DVD player, WiFi and high speed Internet, hairdryer, telephone for free local calls. Free parking is available for guest use...

Size: 96 sq ft

Beds: 1 Queen(s)

From

\$57.50

4-Studio Loft Apartment

Comfortably sleeps two adults, full size refrigerator, microwave, hotplate, fully-equipped kitchen, television, DVD player, WiFi and high speed Internet, hairdryer, telephone for free local calls. Free parking is available for guest use...

Size: 383 sq ft

Beds: 1 Queen(s)

From

\$62

12-Executive Suite Apartment

Comfortably sleeps two adults + sofa bed in LR area, full size refrigerator, fully-equipped kitchen with oven, microwave, television, DVD player, WiFi as well as high speed hookup, hairdryer, telephone for free local calls. Free parking is...

Size: 635 sq ft

Beds: 1 Queen(s)

From

\$65

6-Studio Loft Apartment

Translation and analysis

Comfortably sleeps two adults, full size refrigerator, microwave, hotplate, fully-equipped kitchen, television, DVD player, WiFi and high speed Internet, hairdryer, telephone for free local calls. Free parking is available for guest use...

Size: 387 sq ft

Beds: 1 Queen(s)

From

\$65

7-Superior Suite

Comfortably sleeps two adults + sofa bed in LR area, full size refrigerator, fully-equipped kitchen, microwave, hotplate, television, DVD player, WiFi as well as high speed Internet hookup, hairdryer, telephone for free local calls. Free...

Size: 472 sq ft

Beds: 1 Queen(s)

From

\$65

15-Superior Suite

Comfortably sleeps two adults + sofa bed in LR area, full size refrigerator, fully-equipped kitchen, microwave, hotplate, television, DVD player, WiFi as well as high speed Internet hookup, hairdryer, telephone for free local calls. Free...

Size: 414 sq ft

Beds: 1 Queen(s)

From

\$66

2-Superior Suite

Translation and analysis

Comfortably sleeps two adults + sofa bed in LR area, full size refrigerator, fully-equipped kitchen, microwave, hotplate, television, DVD player, WiFi as well as high speed Internet hookup, hairdryer, telephone for free local calls. Free...

Size: 610 sq ft

Beds: 1 Queen(s)

From

\$66

8-Studio Loft Apartment

Comfortably sleeps two adults, full size refrigerator, microwave, hotplate, fully-equipped kitchen, television, DVD player, WiFi and high speed Internet, hairdryer, telephone for free local calls. Free parking is available for guest use...

Size: 387 sq ft

Beds: 1 Queen(s)

From

\$66

16-Executive Two-Floor Casita Townhouse

Two floors, comfortably sleeps two adults + sofa bed in downstairs LR area, full size refrigerator, oven, microwave, fully-equipped kitchen, two televisions, DVD player, WiFi as well as high speed Internet, hairdryer, telephone for free...

Size: 576 sq ft

Beds: 1 Queen(s)

From

\$75

17-Executive Two-Floor Casita Townhouse

Translation and analysis

Two floors, comfortably sleeps two adults + sofa bed in downstairs LR area, full size refrigerator, oven, microwave, fully-equipped kitchen, two televisions, DVD player, WiFi as well as high speed Internet, hairdryer, telephone for free...

Size: 576 sq ft

Beds: 1 Queen(s)

From

\$75

3-Superior Double Bedroom Apartment

Comfortably sleeps four adults and has two bathrooms, full-size refrigerator, stove top, microwave, fully-equipped eat-in kitchen, two televisions, DVD player, WiFi as well as high speed Internet, hairdryer, telephone for free local calls...

Size: 575 sq ft

Beds: 2 Queen(s)

From

\$75

10-Executive Suite Apartment

Comfortably sleeps two adults + sofa bed in LR area, full size refrigerator, fully-equipped kitchen with oven, microwave, television, DVD player, WiFi as well as high speed hookup, hairdryer, telephone for free local calls. Free parking is...

Size: 711 sq ft

Beds: 1 Queen(s)

From

\$85

neighborhood

Translation and analysis

RESTAURANTS

- SUSHI MATSURI -

Santa Ana. 2203-6898

phone: Escazu 2228-1710

fresh sushi & asian food

COSTA RICAN COMIDA TIPICA

Escazú

Al Molino de Jaki San Antonio de Escazu

El Boyero San Antonio de Escazu, 350 mts East from Church ph 2289-9549

La Casona de Laly Escazu Centro ph 2288-5807

La Esquina del Mercado Centro Comercial Multipark Guachipelin 2215 1009

Mi Tablita Campesina Escazu Centro ph 25880406

Q Tacos Escazu next to Municipalidad ph 2288-0785

La taqueria San Antonio de Escazu 2288-4613

Tiquicia Rstaurant San Antonio de Escazu ph 2289-58-39

Santa Ana

Cabaña Don Manuel Santa Ana Centro 22031600

El Rancho de Laly Santa Ana Centro de la Cruz Roja 100 mts Oeste

La Cazuela de Tita Santa Ana, Radial Santa Ana-Belén, a la par de Banco HSBC 2282-8139

Tiquicia`s de Pigo 100 meters south of Hermanos Montes gas station in Santa Ana

Pollos Don Macho Santa Ana Centro de Musmanni 100 Oeste y 25 Norte Ciudad Colon

Casa Tipica Sabor a Pueblo Brasil de Mora, Carretera a Ciudad Colon

La Choza de Joel Brasil de Mora, Carretera a Ciudad Colon

BARS

Arenas Escazu Centro,

ph 2228-7325

Translation and analysis

ArtBar Plaza Itskazu, Escazu, 2288 2912

Bar Acqua Hotel Holiday Inn Plaza Tempo

Bar Boquero Qkch Plaza Real Escazu Centro

Bar Cristian Escazu Centro, ph 2289-6183

Balcon del Tenis Costa Rica Country Club (only for club members and guest)

Bar Shooters Plaza Real Escazu Centro ph 22287507

Bar Snoopy Escazu Centro a la par de la Cruz Roja ph 2289-4518

Bar Típico Los Itabos Entrada del Barrio El Carmen, San Antonio de Escazú,

Carpediem Lounge Escazu
Cassava Grill Escazu Centro

Harrys Longe Bar Centro Comerical el Cruce

Henry's Escazu

Hooligans Multiplaza Escazu
ph 2201 8261

Hooters of Costa Rica Escazu Plaza Itscatzu

Hoyo 19 Golf Bar Costa Rica Country Club
Il Panino Bar & Cafe, Multicentro Paco Escazú ph 2228-8606

Jazz Café Escazu
Kbaña Classic Escazú, Plaza Itscazú. Tel: 2228-7179.

LA Cava Jaboncillos de Escazu ph 2289-4404

Chinese

Estrella de Plata Escazu Centro 2228-2784

Lotus Old Road to Santa Ana, 100 meters east of Paco Shopping Center Escazu ph 2228 8105

Oriental King Multiplaza Escazu
Mil Sabores by el Cruce Escazu 2588-1414

VILLA REY Old Road to Santa Ana, Escazu ph 2289-5028
Santa Ana

Afang Palace Sta Ana 2282-3748

Translation and analysis

China Bonita Santa Ana Centro 22822778

Felix Dorado Centro Comercial Los Andes x Cruz Roja de Santa Ana

Hua Yang Santa Ana Centro 25821986

P.Colon / Sabana / Rohrmoser
Flor de Loto Sabana Norte ph 2232 4652

Isla VerdePavas ph 2232-5327
Villa BonitaRohrmoser/Pavas ph 2220-2477

GOURMET

Cafe Torino European style Café Calle antigua a Santa Ana, ph 22884476

Le Marché Gourmet & Bistro De la esquina Noreste del Country Club, 75mts Este, 2288 1650

Restaurante Café-Tal Plaza Itskatzu Local 116, 22288171 gourmet y completamente libre de gluten

Sabor & Arte restaurante - lounge Calle 1, Escazú, 22898747
Santa Ana

Kafe Cereza Santa Ana Centro
Tribeca Deli & Goutmet
HAMBURGUERS

RENTAL AGREEMENT

AGREEMENT by and between Apartotel Don Francisco S.A., hereinafter referred to as the "Lessor", and Enrique Ho, hereinafter referred to as the "Lessee" ID: Panama PP: # XDA321379

WHEREAS, the Lessor wished to lease the apartment premises situated at

Unit # 10 of the Apartotel Don Francisco, Guachipelin,

Escazu, San Jose, Costa Rica

Translation and analysis

WHEREAS the Lessor has agreed to lease the same to the Lessee upon the following terms and conditions:

1. In consideration of the rents to be paid and kept as herein contained, the Lessor has agreed to lease unto the Lessee the Leasehold Premises

2. The term of this lease shall extend from September 12, 2015 and terminate the morning after the night of October 11, 2015 during which time, the Lessee occupying the apartment under lease from the Lessor, shall be entitled to the use and occupancy of the Leasehold Premises at *Unit # 10* with a maximum occupancy of 2 adult persons. Each lease period shall consist of 30-day period, regardless of the days in the corresponding calendar month, and each renewal period shall consist of a period of time not less than a 30-day renewal period and cannot be prorated per day for less of that period of time.

3. The rent reserved by the Lessor for the Leasehold Premises for the term herein provided of 30 days shall be One thousand two hundred dollars USD (\$1,200.00), which the Lessee hereby covenants and agrees to pay to the Lessor, for the use and occupancy of the Leasehold Premises.

4. During the term of this lease the Lessee will have access to free long distance telephone calls to land lines made by the Lessee at the front desk using the Skype account of the Apartotel Don Francisco to certain countries. Calls to cell phones and countries not covered by the (Free) Skype agreement shall be paid by Lessee.

5. The Lessee will provide garbage containers and bags for trash and garbage. It will be the Lessee's responsibility to place garbage bags at the parking lot on Monday and Thursday evenings for next-day pickup. The Lessee agrees to keep and maintain the Leasehold Premises, parking lot and surrounding area in a clean and sanitary condition at all times, free of all garbage and debris. All garbage and similar debris shall be deposited by the Lessee in facilities provided by the Lessor in the back parking lot for garbage collection.

Translation and analysis

6. During the term of this lease, the Lessor shall provide for the necessary repairs and maintenance of the Leasehold Premises. The Lessee shall not provide, nor arrange for any repair or maintenance of the Leasehold Premises, and the Lessor shall not be responsible or liable to the Lessee, or to any other person, for the costs of any repair or maintenance provided or arranged by the Lessee. The Lessee shall promptly notify the Lessor of the need for any repair or maintenance to the Premises.

7. The Lessee hereby covenant and agree to use and occupy the Leasehold Premises for residential purposes only and for no other purpose. There will be no pets allowed on the premises.

8. The Lessee hereby agrees to keep and maintain the Leasehold Premises in as good repair and condition as that now existing and at the expiration of this lease to surrender the Leasehold Premises in like repair and condition, natural wear and tear excepted. The Lessee also agrees to be responsible for any missing or damaged items. If there is evidence that the Lessee smoked inside the leased premises a \$150 charge will be assessed to have the premises cleaned and restored.

9. No loud music may be played at any time, and the Lessee shall conduct himself/herself in a quiet manner at all times.

10. The Lessee hereby agrees to observe all reasonable rules and regulations imposed by the Lessor for the use and occupancy of the Leasehold Premises, and parking on facilities to be provided by the Lessor, and such rules and regulations shall be deemed to be conditions and covenants of this lease. The Lessor shall provide parking space for one (1) motor vehicle in the rear parking lot. Visitors of the Lessee are not permitted to park in the areas designated for the Apartotel guests or Lessees at any time.

Translation and analysis

11. This lease, and the use and occupancy of the Leasehold Premises, may not be assigned, transferred or sublet, without the express written consent of the Landlord.

12. The Lessor, and/or the agents of the Lessor, may at any and all times during the term of this lease, enter into the apartment for the purpose of inspection and/or repair, and for purposes of exhibiting the apartment to other prospective lessees, upon prior notice to the Lessee, except in the case of an emergency.

13. The Lessee hereby waive the usual notice to quit, and agree to surrender the Leasehold Premises at the expiration of the foregoing term, or the termination of this lease, without any notice whatsoever.

14. This agreement contains the entire agreement and understanding of the parties hereto with respect to the subject matter hereof and supersedes all prior and contemporaneous agreements. This agreement may not be modified, cancelled or otherwise amended unless in writing, duly executed by the parties hereto.

15. Termination of this lease prematurely will not result in any refunds of rent paid in advance under any circumstances.

16. Use of the laundry area by the Lessee for Lessee's personal clothing is allowed.

17. Maid service to the unit will be provided by the Lessor to the Lessee One time per Wk. The Lessee shall be responsible for purchasing his own toiletries, soap, and paper products.

18. Bedding will be changed and laundered at the expense of the Lessor ONE time per wk. The laundering of bath towels and other personal items shall be the responsibility of the Lessee.

Translation and analysis

19. Bedding, pillows, and towels will be provided by Lessor to Lessee.

20. It is the responsibility of the Lessee to contact the management of the Apartotel seven (7) calendar days before the lease is due to expire if the Lessee intends to extend the lease for an additional month (30 days). Failure to do so can result in the premises being rented to another client.

Rental Guidelines

In an effort to provide The Lessee with a clean, safe, comfortable residence, and to establish and maintain a good relationship between Lessor and the Lessee, the following guidelines have been established.

- 1. No Pets:** No pets are allowed on the premises at any time. .
- 2. Locks & Keys:** No additional locks may be installed on any door without prior written permission from the Lessor.
- 3. Redecoration:** No redecoration or alteration of the premises shall be done by or on behalf of the Lessee without the prior written consent of the Lessor.
- 4. Aerial/Satellite Dishes:** No exterior radio or television aerial or satellite dishes shall be erected on the ground or attached to or placed on the building in any manner..
- 5. Signs:** The Lessee shall not exhibit signs or placards in the windows or any other part of the residence..
- 6. Exterior Hanging of Articles:** At no time shall any washing, rugs, clothing, apparel or any other article be hung out of the windows or on any balconies, decks or porches.
- 7. Odors:** No unusual odors shall be produced or permitted in or about the premises. Smoking odors in a unit will induce a penalty of \$150 per leased month.
- 8. Consideration of Others:** The Lessee shall not commit or permit any act that will unreasonably interfere with the right, comforts or convenience of others. The Lessee shall keep the volume of any radio, TV, stereo or musical instrument sufficiently reduced at all times so as not to disturb others.
- 9. Children:** The Lessee shall be in complete control of their children at all times and shall be held responsible for their children's actions.

Translation and analysis

10. **Visitors:** The Lessee shall be responsible for their visitors and guests and their appearance and actions.
11. **Countertops:** Hot objects shall not be placed directly on kitchen countertops.
12. **Pest Control:** Pest control shall be provided by the Lessor as needed, and the Lessee shall provide the Lessor access for same. If the Lessor determines that the Lessee is contributing to the problem, the Lessee shall be responsible for the cost of exterminating.
13. **Unsanitary Conditions:** The Lessee shall not cause any unsanitary conditions in or about the premises. The Lessee shall promptly dispose of all rubbish, garbage and other waste in proper receptacles behind the parking area of the hotel. No trash, bottles, or papers shall be left in any common areas or yard.
14. **Windows & Doors:** The Lessee is responsible for all cracked or broken window or door panes and all damaged window or door screens.
15. **DRIVING AND PARKING AT OWN RISK:** The use of any parking area or driveway shall be at the user's own risk.
16. **Parking of Vehicles:** All vehicles shall be parked only on the street or in designated parking areas. The Lessee shall keep these areas free and clean of any vehicle fluids, such as oils, etc. Trucks (except for pick-ups and passenger size vans) boats, trailers, campers or motorcycles shall not be parked or stored on the premises without the prior written consent of the Lessor.
17. **Trash Disposal and Pickup:** All trash and garbage shall be given to guard in the parking lot on Monday and Thursday eves for pickup on Tuesdays and Fridays.
18. **Smoking is not permitted** in any of the apartments or common areas of the Apartotel Don Francisco. If it found that the Lessee has smoked in his unit there will be a penalty imposed of \$150 per month of the rental.

Signed:

Lessor (ADF) _____

Lessee _____

Date: 12-9-15

**The Apartotel Don Francisco Policies and Conditions
Please Read Carefully
(all guests are bound by these terms and conditions)**

Translation and analysis

1) Cancellations (that are not rescheduled) must be received at least 48 hours prior to initial check-in date to avoid implementing the Cancellation Policy (below).

2) Check-in is **4:00 to 9:00PM**. Check-Out is **11:00 AM EST daily**. Late check-out requests result in increased payroll costs to us. As a result, the following additional charges to your bill will be applied. Late check out till 12 noon: \$15.00, to 1pm., \$20.00, from 1pm. to 3pm., 1/2 price of your daily rate and after 3pm., full price of your daily rate. Please call for other needs. Late arrivals must notify management 24 hours prior to check-in so that arrangements can be made.

3) In our one bedroom suites: occupancy over 2/room is an additional \$20.00/person/night (no more than 3 persons per room). In our 2 bedroom suites: occupancy over 2/room is an additional \$20.00/person/night occupancy can be no more than four people.

4) ALL ROOMS AND INTERIORS ARE STRICTLY NON-SMOKING.

Smoking is allowed in the front or back of the building. Any incident of interior smoking will result in a \$100 cleaning fee per occurrence, and may also result in immediate eviction of all occupants with no refund.

5) You are responsible for the safety and good order of all equipment and other property owned by The Apartotel Don Francisco, and are liable for said equipment and other property if it is lost, stolen, damaged or misplaced. The Apartotel Don Francisco reserves the right to charge customers for damage to furniture or interior upon check-out.

6) The Apartotel Don Francisco and/or its employees are not responsible for any damages due to loss or theft during your stay or items left behind after check-out. Please provide a secure place for your belongings. We will make every attempt to secure any personal items left behind in the room following check-out and will hold said items for a period of thirty (30) days. During these thirty (30) days the guest may request to have item(s) sent to them and said guest will be charged postage and handling for the return of said items. After the thirty (30) day period any items will then be given to charity when appropriate.

7) All charges are subject to Costa Rica Sales Tax (13%).

8) THE APARTOTEL DON FRANCISCO RESERVES THE RIGHT TO IMMEDIATELY EVICT GUESTS WITHOUT REFUND AT ANY TIME IF, IN THE APARTOTEL'S SOLE OPINION, GUEST BEHAVIOR IS IRRESPONSIBLE AND/OR MAY PLACE THE APARTOTEL'S PROPERTY, OTHER GUESTS, BUSINESS INTERESTS AND/OR STAFF AT RISK.

Translation and analysis

9) **CANCELLATION POLICY:** FOR CANCELLATIONS RECEIVED LESS THAN 48 HOURS PRIOR TO YOUR STAY, WE WILL ATTEMPT TO RE-BOOK THE ROOM. IF THE ROOM IS RE-BOOKED, YOU ARE NO LONGER RESPONSIBLE FOR THE ROOM CHARGES. IF THE ROOM IS NOT RE-BOOKED, THE GUEST WILL BE CHARGED ONE NIGHT'S STAY OR 50% OF THE STAY IF LENGTH OF STAY IS MORE THAN TWO NIGHT'S. GUESTS WHO SHORTEN THEIR VISIT WITHIN THE TEN DAY CANCELLATION PERIOD ARE ALSO SUBJECT TO THE SAME POLICY. GUESTS WHO SHORTEN THE LENGTH OF THE RESERVATION DURING THEIR STAY MUST PAY FOR THE ENTIRE LENGTH OF STAY AND WILL BE REFUNDED ONLY IF THE ROOM(S) ARE RE-RENTED.

10) **PET POLICY:** NO PETS ALLOWED UNDER ANY CIRCUMSTANCES. ANY GUEST IN VIOLATION OF THIS POLICY WILL BE ASKED TO LEAVE IMMEDIATELY, CHARGED A \$100 CLEANING FEE, AND WILL NOT BE ELIGIBLE FOR ANY REFUNDS.

Welcome to Costa Rica !

No matter how experienced a traveler you might be, you'll find Costa Rica to be an extraordinary country. Sunshine abounds every morning, and temperatures reach.

23 C or higher even in rain season. The hotel is in Escazu on flat land in the center of a valley known as the "Central Valley", surrounded by mountains and Volcanos. The valley is shared among the provinces of Alajuela, Heredia, San José and Cartago. Juan Santa Maria Airport, where you will arrive, is situated in Alajuela, about 20 minutes from our hotel.

Because Don Francisco is categorized as an apartotel, it is licensed to be located in a residential area within walking distance to shopping and entertainment. Our elegantly furnished apartments include fully-equipped kitchens, full size refrigerators, WiFi, cable TV, DVD players, a laundry area for guest use, and air conditioning throughout.

If you're looking for a high-rise hotel sitting along side a busy highway, you're looking in the wrong place. You're going to be staying in upscale Guachipelin, the same neighborhood where the people who own and run those high-rise hotels reside. Yet, you will be within walking distance to Distrito Cuatro which offers a super market, pharmacy, many specialty shops and restaurants galore suited for every taste.

Translation and analysis

The Don Francisco Apartotel is unique in that many of the guests are extended-stay travelers. The hotel is frequented by business people, medical and dental vacationers, relocationers, and by the country's own citizens, from outlying areas, who come to town for personal and business needs. Hospital Cima is just minutes away.

Rates are negotiable and flexible at the Don Francisco depending on the apartment suite you choose, and the length of your stay. The management understands you are seeking the best possible rate. Our goal is to make your stay affordable without compromising your comfort. Dental vacationers are our specialty, as there are four clinics within a block of the hotel-- so please give us a chance to show you how we can make your stay budgetable for you and your entire family.

The hotel is in the municipality of Escazu, which can be found by exiting Costa Rica's Route 27 (Carretera San José-Caldera Highway) at the first Guachipelin exit (2nd exit after toll booth) less than 20-minutes from Juan Santa Maria International Airport.

Because of the Apart-Hotel's proximity to this newest highway, you are minutes away from the main arteries which lead to the provinces of Alajuela, Cartago, and Heredia as well as the sunny beaches located on the Pacific ocean.

Universidad Internacional de las Américas
School of Education and Foreign Languages
Graduation Seminar

Thesis Submitted to Obtain the Licenciatura in English with
Concentration in Translation

*Analysis of the Effect of Procedures and Methods
Used to Translate Various Documents from
Spanish into English and from English into Spanish
for Apartotel Don Francisco*



Student: Graciela Echavarria Silva

August, 2016

Topic

Analysis of the Effect of Procedures and Methods Used to Translate Various Documents from Spanish into English and from English into Spanish for Apartotel Don Francisco

Justification

This investigation has been made to prove the result of different translation techniques applied to different types of texts.

Research Question

Which is the effect of translation procedures and methods in various types of documents from Spanish into English and from English into Spanish for Apartotel Don Francisco?

General Objective

To analyze the effect of procedures and methods used to translate various documents from Spanish into English and from English into Spanish for Apartotel Don Francisco

Specific Objectives

1. Specific objective #1

To translate various documents from Spanish into English and from English into Spanish for Apartotel Don Francisco.

2. Specific objective #2

To apply various translation techniques to the documents in order to achieve communicative texts

Specific Objectives

3. Specific objective #3

To evaluate the effect of the translation techniques applied on the translated documents

4. Specific objective #4

To create a glossary with the most relevant terminology found in both texts.

Theoretical Framework

Theory	Author	Year of publication
1. Text analysis	P. Newmark	1988
2. Text function	P. Newmark	1988
3. Type of translation	P. Newmark	1988

Research Subjects

- Text from Spanish into English
 - Topic
 - Readership
- Texts from English into Spanish
 - Variety of topics
 - Readership

Type of study

Mixed research

General objective:

- Qualitative approach to analyze the effect of the procedures used.

Objective 1:

- Qualitative approach to analyze the quality of the translations.

Objective 2:

- Qualitative approach to analyze which is the most suitable method

Type of study

Mixed research

Objective 3:

- Quantitative approach to count the number of times a given procedure appears in the target texts.

Objective 4:

- Quantitative and qualitative approach: to count the number of elements that will be presented in each glossary; and to evaluate the accuracy of the definition and information provided for each word.

Procedures

Date	Activity	Instrument / Material
05/01/2016	Translation	Microsoft Word, original texts, glossaries, encyclopedias
06/01/2016	Color coding	Source texts vs Target texts
05/01/2016	Creation of a glossary	Source texts vs Target texts Dictionaries
07/01/2016	Analysis of results	Color coding done, initial theory searched

Data Analysis

Analysis	Spanish-English Texts	English-Spanish Texts
Text Function	Informative and vocative	Informative and vocative
Text Style	Narrative, description, and argumentative	Narrative, description, and argumentative
Stylistic Scale	Neutral	From informal to formal
Scale of Generality or Difficulty	From educated to neutral	From popular to educated
Scale of Emotional Tone	Factual	Factual
Type of Translation	Communicative	Communicative

Data Analysis

transposition, modulation, reduction and expansion, explicitation, literal translation, false cognates, compensation, equivalence, adaptation, borrowing, calque, sentence inversion, Greek and Latin words, and punctuation changes.

Paragraph 15

¿Cómo le haremos llegar el producto a nuestro cliente? Según la demanda del mercado, así serán orientados los canales de comercialización de cada empresa. La clave es que sea cómodo, ágil y económico, para que el cliente reciba un excelente servicio.

En Costa Rica está en auge la comercialización vía internet de productos que son entregados al cliente a través de plataformas de envíos tales como Correos de Costa Rica. Este auge se relaciona al incremento importante de usuarios que ahora efectúan sus compras desde su computadora o celular, por lo que resulta relevante estudiar estas vías de comercialización.

Translation of paragraph 15

How can we get the product to our client? According to the market request, the commercialization channels must be oriented for each company. The key is this to be convenient, agile, and economic, so the client can receive an excellent service.

Commercialization via Internet is rising in Costa Rica; the products are delivered to the client via delivery platforms such as Correos de Costa Rica. This boom is related with an important increase of users that now are making their purchases from their computers or cellphones, so the study of these communication ways is relevant.

Data Analysis

transposition, modulation, reduction and expansion, explicitation, literal translation, false cognates, compensation, equivalence, adaptation, borrowing, calque, sentence inversion, Greek and Latin words, and punctuation changes.

Paragraph 8

Apartotel Don Francisco is located in the residential zone of Escazu, and offers a lobby with a beautiful fountain and a free morning coffee service. Each studio and apartment has free Wi-Fi, a fully equipped kitchen and free DVD rental.

The studios and apartments offer wonderful views. Each one has a seating area and a private bathroom with a shower and free toiletries. Free parking is available on site.

Shops, a supermarket and restaurants can be found in Distrito Cuarto, located next to the Don Francisco. Multiplaza Shopping Centre is 4 minutes' drive away, and offers a wide range of shops and restaurants.

Translation of paragraph 8

El Apartotel Don Francisco se encuentra ubicado en la zona residencial de Escazú y cuenta con un lobby, una hermosa fuente de agua y servicio gratuito de café. Cada apartamento tiene Internet con acceso inalámbrico, una cocina completamente equipada y préstamo gratuito de películas en DVD.

Los apartamentos ofrecen hermosas vistas. Cada uno tiene área de estar y cuarto de baño privado con ducha y artículos de tocador gratuitos. También se cuenta con estacionamiento gratuito dentro del lugar.

Se pueden encontrar tiendas, un supermercado y restaurantes en el Distrito Cuatro, ubicado muy cerca de Don Francisco. El centro comercial Multiplaza está a cuatro minutos en carro y ofrece una amplia variedad de tiendas y restaurantes.

Conclusion

Specific Objectives

Conclusion

To translate various documents from Spanish into English and from English into Spanish for Apartotel Don Francisco

Translating the texts in the most accurate way without losing any data and making all information natural for the target text readers

To apply various translation techniques to the documents in order to achieve communicative texts

Communicative translation: transposition, modulation, and punctuation changes

Conclusion

Specific Objectives	Conclusion
To evaluate the effect of the translations techniques applied on the translated documents	Without the procedures: raw version of the text wouldn't be as natural, grammar accepted, nor faithful to the source text
To create a glossary with the most relevant terminology found in both texts	It is highly important for a translator to keep the wording already used in the entire translation to not compromise the concentration of the reader

Recommendations

- **Time:** before enrolling the course and during the development of the course
- **Read:** general reading and close reading
- **Ask:** take advantage of professors and students that already took the course
- **Proofread original text:** take time to proofread the original text before translating
- **Experiment:** translating one text using only one translation procedure

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