



Parques Nacionales Naturales de Colombia  
Parque Nacional Natural Tayrona



MINAMBIENTE



Al contestar por favor cite estos datos:

Radicado No.: \*20186720004021\*

Fecha: 03-08-2018

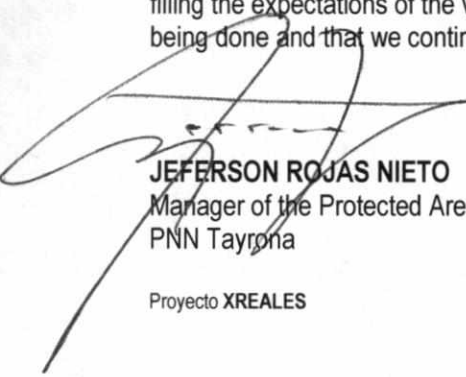
Código de dependencia 672  
PARQUE NACIONAL NATURAL TAYRONA  
Santa Marta, Magdalena,

Mrs:  
**NATALIA PFEIFFER**  
Germany.

**Subject: Reply request No 20186720006352.**

According to your request, with radication number 20186720006352 of July 17, 2018, where you say that "I would like to congratulate the rangers of Tayrona Park but, especially the boy who provides the information in English to foreign visitors who do not speak Spanish. I fell satisfied by the information at the entrance to other visits I had not been given this information. Tayrona Park People like this should have several. The only thing I did not like was that at the time of buying the income it took too much time", I want to inform you the following:

National Parks with support from the technical group of the protected area, has been developing an ordering process of the ecotourism activity, within the framework of the Ecotourism Plan, with the aim of guaranteeing an excellent service and fulfilling the expectations of the visitor. For this reason, we appreciate your congratulations, that shows us that a good job is being done and that we continue improving in the provision of the services within the protected area.

  
**JEFERSON ROJAS NIETO**  
Manager of the Protected Area  
PNN Tayrona

Proyecto XREALES



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