



WELCOME TO
THE HEART OF MEXICO

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We are delighted to reopen the doors of Belmond Casa de Sierra Nevada and warmly welcome you back to your home away from home in the Mexican heartlands.

In light of the COVID-19 pandemic, we wish to reassure you that your safety and wellbeing are our highest priority. We have put careful new protocols in place, ensuring you can continue to enjoy the pleasures of real Mexico and our warmth with confidence.

We hope that you enjoy the beauty, originality and serenity of Belmond Casa de Sierra Nevada and of San Miguel de Allende. Every detail in the Hotel is unique; every room has kept its own character and personality, making each one authentic and special. Stroll through our houses which blend magically with the town of San Miguel de Allende or wander our streets where you will find a myriad of art galleries, specialty stores and original Mexican arts and crafts. Or stay on site where you can enjoy in-room spa treatments, have a guided art class with our resident artist or take a private cooking class.

We've outlined the main procedures regarding your stay below. For more information on Belmond's commitment to safe travel, please see <https://www.belmond.com/legal/coronavirus>.

We look forward to seeing you soon and are happy to have you with us at the hotel. Until then, stay safe, stay well, and stay curious!

John Freudenthaler, General Manager

02 PRE-ARRIVAL & ARRIVAL

FACE MASKS

Please bring your own face covering or mask to the hotel. The San Miguel de Allende authorities have mandated the use of masks or face coverings. Upon arrival you will find an amenity kit in your room with two reusable face masks and other amenities.

TEMPERATURE CHECK

Please be aware that we will be asking all guests to undergo a contactless temperature check on arrival.

Anyone who does not complete the check will not be permitted to enter the hotel.

PARKING

We encourage you to park your own car and once your car is parked, we encourage you to take San Miguel as a pedestrian destination. Valet parking can be provided upon request. For other options, such as airport pick up, please contact the hotel for assistance.

CHECK-IN

Why not take advantage of the digital check-in option available on our Belmond app?

Alternatively, we will send you a precheck in form and check you in in the patio of the Casa where you will be staying. A valet will escort you to your private check in area. Alternatively, we can check you in at Casa Principal. Physical distancing will be in effect, with signage displayed by the main entrances and in the lobby area.

03 ACCOMMODATIONS

CLEANLINESS

As you would expect, we remain uncompromising in our approach to cleanliness. We have collaborated with leading health and hygiene authorities to ensure our guests, employees and community are protected. Enhanced protocols have been implemented, which will be constantly reviewed to guarantee our even-higher standards are upheld.

IN-ROOM CARE PACKAGE

In your room, you'll find a care package which contains two reusable face masks, sanitizing gel, spray and wipes as well as the remote control for your TV vacuum packed and sterilized.

SERVICES ON REQUEST

Please request the following services if you would like them: turndown amenity, mini-bar, espresso machine, wine opener, laundry service, magazines and other additional housekeeping services. Your minibar is empty and on, however we can fill it up with the product of your choice. Turndown services are available upon request during your stay. Please note that our housekeepers will enter your room when you are away, so please let us know when you would like service by dialling the Front Desk.

04 WINING & DINING

ANDANZA

Andanza is open for breakfast and early lunch- 7:30 a.m. to 3:00 pm. You can browse our breakfast and lunch menus on the Belmond app or your smartphone. Single-use printed menus are available on request.

BLUE BAR

Blue Bar in Casa Principal is open from 12:00 noon to 9:00 pm. Sip your favourite cocktail while marvelling at the original stucco and white washed spaces. Please respect the maximum capacity requested.

DEL PARQUE

Restaurante del Parque will be available for lunch and dinner service from 12:00 noon to 9:00 pm. You can browse our lunch and dinner menus on your Belmond app or your smartphone. Single-use printed menus are available on request.

IN-ROOM DINING

Our in-room dining menu offers comfort food to enjoy in you room our outdoor terrace. You can also find additional menus, such as mini-bar and wine list, on the Belmond app.

SUNSET EXPERIENCE

Enjoy the stunning and romantic San Miguel de Allende sunset from our rooftop terrace. Wine Tasting or Tequila tasting experiences are available. Reservations are required, please contact the Front Desk for more information.

05 WELLBEING

SPA

Unfortunately, at this time, our spa will remain closed during your stay. However, keeping your wellness in mind, we have arranged a number of alternative activities, as below.

PRIVATE TREATMENTS

We do offer in-room spa treatments upon request. Please call our front desk for further information and appointment setting.

FITNESS STUDIO

The gym is available by appointment, and fitness equipment can be reserved. Please visit or call the Front Desk in the main building for assistance. Alternatively, we can arrange for private yoga sessions at anytime throughout your stay.

POOL

The pool is available by appointment and lounge chairs can be reserved in advance by visiting or calling the Front Desk. Our pool concierge will be happy to cater to your needs throughout the day. We appreciate your cooperation in following physical distancing requirements.

ART CLASSES

Enjoy one of the best kept secrets of our hotel- Jose Luis Arias resident artist will guide you through a personalized art class, please book through the Front Desk for this unique experience.

COOKING SCHOOL

Our Sazon cooking classes will be private classes only for a minimum of two people and a maximum of eight if travelling together. Cooking classes start at 11:00 a.m. sharp and you can choose to take the market tour or not.

06 OUT & ABOUT

PUBLIC AREAS AND STROLLING DOWNTOWN

Face masks or coverings must be worn in almost all public areas in and around Santa Miguel de Allende, including restaurants, coffee shops and retailers. This is a municipal requirement and we appreciate you following these instructions. Many establishments have a welcome sanitary control, we appreciate your patience in following their guidance.

MARKETS AND ART GALLERIES

San Miguel de Allende's markets and art galleries are offering limited service or opportunities to visit them by appointment only. Please let our concierge know what if you have any questions or requests. Our third-party approved tour company can arrange for a walking tour and many other activities out and around San Miguel de Allende. For more information on our activities, please contact the front desk.

07 FOND FAREWELL

CHECK-OUT

Use our Belmond app to enjoy virtual checkout. While you're there, why not explore other Belmond properties around the world or read our inspiring publications to help you plan your next adventure?