



**WELCOME TO
YOUR SANCTUARY**

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We're delighted to reopen the doors of El Encanto, A Belmond Hotel and warmly welcome you back to our iconic retreat in the Santa Barbara hills.

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 our hideaway with confidence.

Look forward to discovering – or rediscovering – what guests have called “heaven on earth”. Stroll through our tranquil gardens, soak up the breezy views of the American Riviera, and feast on California coastal cuisine. Stay on site to enjoy private training sessions, or head out to explore the glorious beaches, cycling trails and eclectic highlights of our wonderful destination.

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. Until then, stay safe, stay well, and stay curious!

Janis Clapoff, General Manager

02 **PRE-ARRIVAL & ARRIVAL**

FACE MASKS

Please bring your own face covering or mask to the Hotel. The Santa Barbara County Health Department no longer requires masks to be worn in public areas, restaurants, grocery stores, shops, and parks. Masks are optional for guests and visitors of the Hotel. We can provide a single-use disposable mask for any guest needing one. If you would like to purchase a durable, reusable cloth mask, visit our Spa Boutique on the lower level of the main building.

PARKING

Valet parking will be provided for all guests.

CHECK-IN

Much of the check-in process will take place digitally. Once you arrive to El Encanto, please visit the front desk to retrieve your room keys and complete the check-in process. If there are other guests present, the valet will lead you to the Library/Lounge where you can wait comfortably until a front desk associate is available to assist you. Social 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 selection of products provided in partnership with Salt Cave, a local Santa Barbara company that embraces the natural healing powers of pink Himalayan salts and organic essential oils. We hope you'll enjoy using the items - hand sanitizer, hand lotion, body scrub, bath salts, and healing salt crystal - during your stay, and feel free to take them home with you.

SERVICES ON REQUEST

Please request the following services if you would like them: mini-bar, complimentary tea, laundry service, magazines, and other additional housekeeping services. Housekeeping and turn down service will be provided throughout your stay, unless notified otherwise. We are encouraging guests to schedule their Housekeeping in advance with our Front Desk to ensure timely service.

04 WINING & DINING

RESTAURANT

Our outdoor terrace has been spaced according to the latest state and local guidelines regarding social distancing. You can browse our breakfast, lunch, and dinner menus on your smartphone via QR code, linked directly to our Dining page on our website. Single use printed menus are available on request.

IN-ROOM DINING

Our elaborate in-room dining menu allows you to savour specialties in the comfort of your room or on your outside terrace. You can also find additional menus, such as mini-bar and wine list, on our website under our Dining page.

PICNIC MENU

Go al fresco with our picnic menu, which offers a luscious array of fresh fruit, artisanal cheeses, local wines, California crafted salads, grain bowls, and gourmet sandwiches. Spread out on your private terrace or in one of our lush, open gardens, or head down the hill to the Historic Santa Barbara Mission and Rose Garden for an outdoor dining adventure.

PRIVATE DINING

On request, we can set up a beautiful private dining experience for you by our Lily Pond and Arbor, or in the seclusion of your garden bungalow terrace.

05 WELLBEING

THE SPA

Taking inspiration from coastal elements, The Spa at El Encanto promises a sublime escape. The Spa, Spa Reception and Boutique are open daily 10AM to 5PM. Spa Treatments are available daily by appointment only. For more information on our Spa, or to book a Spa appointment, please contact the Spa Receptionist.

FITNESS CENTER

Our fitness center is open and operating at a minimum capacity. Keeping your wellness in mind, we have arranged a number of alternative activities, as below.

PRIVATE SERVICES

Let a trainer put you through your paces in a private fitness session. Reconnect to nature with a wellness ritual or take advantage of our full array of outdoor activities such as hikes, bicycle rides and yoga at the Lily Pond to ensure your stay with us is truly memorable. Enjoy our complimentary group fitness classes, Friday through Sunday at the Fitness Center. Visit the Spa or Front Desk for more information.

POOL

There will be limited availability at the pool to meet physical distancing requirements. In addition, we are asking all pool guests to shower before and after using the pool. For more information, please visit or call the Front Desk. We invite you to recline poolside, breathe in the ocean air, sip a glass of crisp local wine, or indulge in our summer hand-crafted cocktails and delectable small bites.

06 OUT & ABOUT

PUBLIC AREAS

The Santa Barbara County Health Department no longer requires masks to be worn in public areas, restaurants, coffee shops, curbside pickup and retailers.

BEACHES AND PARKS

Santa Barbara's beaches, parks, hiking trails and cycling paths are open, giving you ample opportunity to enjoy the great outdoors and breath-taking views. For more information on our activities, please contact the Front Desk.

07 FOND FAREWELL

CHECK-OUT

Experience contactless check-out by simply calling our Front Desk. Escape into the wonderful world of Belmond by visiting our website, Belmond.com. Explore other Belmond properties around the globe and read our inspiring publications to help you plan your next adventure.