



## 01 WELCOME TO YOUR SANCTUARY

We're delighted to reopen the doors of Belmond El Encanto 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!

Rui Reis, Divisional Managing Director North and Central America, Caribbean

## 02 PRE-ARRIVAL & ARRIVAL

### FACE MASKS

Please bring your own face covering or mask to the Hotel. The Santa Barbara County Health Department requires masks to be worn in almost all Santa Barbara public areas, restaurants, grocery stores, shops, and parks. 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.

### TEMPERATURE CHECK

**Please be aware that we may ask you to undergo a contactless temperature check on arrival.**

### 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 Belmond El Encanto, please check-in at the front desk. A valet will escort you. If there are other guests present, the valet will lead you to the Library/Lounge to wait with a welcome drink until the front desk is free. Social distancing will be in effect, with signage displayed by the main entrances and in the lobby area.



