

DIRECTORY

WELCOME TO THE WONDERFUL WORLD OF BELMOND

It's our pleasure to welcome you to our lush retreat, spread across seven acres of secluded gardens. Gleaming and glamorous, yet relaxed and low-key, our resort has been part of Santa Barbara's social scene ever since it opened in 1918. It's emblematic of Belmond's remarkable hotels, luxury trains and river cruises worldwide.

You'll find Belmond spread across four continents, in exceptional destinations from great heritage sites to remote hideaways. Each member of our portfolio has a story to tell and offers a wealth of unforgettable experiences. Starting here at Belmond El Encanto, join us as they unfold.

#TheArtOfBelmond

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01 **A PERSONAL GREETING**

We're thrilled to welcome you to Belmond El Encanto, where we invite you to soak up the quiet luxury our guests have been enjoying for decades.

Savor dishes created by our Executive Chef, Johan Denizot, who expertly prepares California coastal cuisine with fresh ingredients sourced from nearby farmers' markets and signature delicacies cultivated in our very own chef's garden.

Treat yourself to some me-time at our sublime spa, whose relaxing treatments are inspired by our exceptional location between the Pacific Ocean and the rolling hills of the wine country. We have myriad fitness classes for you to join, either in a group or private session, as well as a state-of-the-art gym and fabulous zero-edge pool.

Read on to find out more about the wealth of services and facilities we offer, and don't hesitate to ask if there's anything we can do to enhance your stay.

We wish you a wonderful time in Santa Barbara!

Rui Reis
Divisional Managing Director
North and Central America, Caribbean

02 **DISCOVERING BELMOND EL ENCANTO**

When *The New York Times* praises us as “one of the great California hotels”, we’re delighted: they get it. Perched on a hilltop overlooking beautiful Santa Barbara, our resort offers the most breathtaking view of the American Riviera. Our landmark status goes beyond mere location, however.

Since our hotel opened in 1918, it’s been the kind of place that invites you to take a stroll, breathe in the ocean air and sip a glass of crisp local wine.

We’re proud to be the only luxury resort perched high in the hills of timeless Santa Barbara. When you stay in one of our Spanish Colonial-style bungalows, you’ll see why our guests have described their experience as “heaven on earth.” With cozy fireplaces in your living area and marble bathrooms featuring refreshing rain showers and underfloor heating, you’ll feel completely at home. If you find you don’t want to leave your sanctuary, room service will transform your patio into an intimate, magical restaurant under the stars.

But should you wish to step out, you’ll find some of Santa Barbara’s best dining right here at Belmond El Encanto. Sample our contemporary California coastal cuisine at the Dining Room and Terrace or elegant light dishes in the Lounge. Discover a new vintage in the Wine Room, or enjoy a decadent cocktail at the bar. Wherever you choose, you’ll soon unearth our secret: that everything we do, we do with love. Our herbs come directly from the chef’s garden and each block of Belmond El Encanto cheese is made from the milk of Ellie, the resort’s cow.

Californians love to live well, and whether you’re working out in our Fitness Studio, swimming in our zero-edge saltwater pool or enjoying an indulgent treatment at The Spa, our easygoing lifestyle is sure to hit the spot.

03 WINING & DINING

For all reservations, call extension 3530

THE DINING ROOM AND TERRACE

Breakfast: Monday-Saturday, 7am-11am

Brunch: Sunday, 11am-2pm

Lunch: Monday-Saturday, 11.30am-2pm

Dinner: Daily, 5.30pm-10pm

Dine in our ambient dining room or feast under the stars on the ocean-facing terrace. Either way, prepare yourself for superb gastronomy in one of the top restaurants in southern California.

All ingredients are locally sourced and dishes crafted with seasonality in mind. Innovative coastal-inspired fare, such as king crab with lobster chili broth or grilled organic vegetables with sofrito, is complemented by peerless service and views worth traveling for.

Location: Main Building, First Floor

Dress code: Resort Casual

RIVIERA BAR

Sunday-Thursday, 11am-12 midnight

Friday-Saturday, 11am-1am

Socialize and unwind in a laidback scene. Savor fine wines and gourmet bar snacks while learning Santa Barbara's secrets from our warm bar staff. In this lively hub, meet old friends or make new ones over a selection of wines, spirits and inventive cocktails. Fancy a light bite? Discover reinterpreted American classics on our imaginative bar menu.

Location: Main Building, First Floor

Dress code: Resort Casual

03 WINING & DINING

For all reservations, call extension 3530

THE LOUNGE

Sunday-Thursday, 11am-12 midnight

Friday-Saturday, 11am-1am

The Lounge is an ideal retreat for light dining or an elegant afternoon tea with friends. Delicately crafted breads and buns come filled with classic British combinations. Tempting scones, signature macaroons and buttery French pastries tempt any sweet tooth. Savor them outside with Pacific vistas.

Location: Main Building, First Floor

Dress code: Resort Casual

Afternoon Tea reservations must be made 24-hours in advance.

Served Monday through Saturday excluding holidays, 2pm-4pm.

MACALLAN LIBRARY

Sunday-Thursday, 11am-12 midnight

Friday-Saturday, 11am-1am

Relax over an expertly crafted cocktail, a sought-after vintage wine or a wee dram of smoky Scotch in our convivial bar.

Location: Main Building, First Floor

Dress code: Resort Casual

IN-ROOM DINING

Savor our California coastal cuisine in the comfort of your suite or bungalow at any time of the day or night. Breakfast, lunch, dinner, night-time snacks and children's menus are available for your enjoyment. We're happy to cater for special diets; just let our In-Room Dining team know what you need.

Extension: 4020

04 WELLBEING

THE SPA AT BELMOND EL ENCANTO

Monday-Thursday, 10am-7pm

Friday, 10am-8pm

Saturday, 9am-8pm

Sunday, 9am-7pm

Our serene oasis features seven spacious treatment rooms, including a couple's suite and a wet treatment room. Relax with an array of seasonal, organic and specialty body and facial treatments. Enter our lavish men's and women's lounges to enjoy eucalyptus steam rooms, showers, private lockers, vanities and dressing areas. We offer expert professional nail services along with manicure and pedicure stations that merge fun and primping. Our charming setting is perfect for intense rejuvenation, pampering packages or simply spending a fun afternoon with friends.

Location: Main Building, Ground Floor

Appointments: 3545

FITNESS STUDIO

Daily, 6am-10pm

Freshen up your workout routine in our state-of-the-art Fitness Studio. Get your heart racing on the latest Technogym treadmills, exercise bikes and ellipticals. Or build core strength using our Kinesis Stations. We offer a wealth of classes, from vigorous calorie-burning sessions to revitalizing yoga for all experience levels. For a personalized training program, request a one-to-one with our in-house instructor.

Location: Ground Floor, below the Pool Deck

Extension: 3545

ZERO-EDGE POOL

Daily, 6am-10pm

Pool service, 11am-6pm

Gaze out across the Pacific while soaking up the sun in our lavish zero-edge swimming pool. Unwind and acclimatize to the hotel's laidback lifestyle.

ELECTRIC FARADAY BIKES

Cruise through our beautiful Riviera neighborhood, take a trip to State Street, or coast down to the Pacific shoreline on one of the world's finest electric bikes.

For complimentary bike rental, please visit the Front Desk.

05 **DISCOVER MORE**

AIRLINE INFORMATION AND RESERVATIONS

Contact our Concierge Desk on 8998 for assistance with any travel arrangements or to be put in touch with a travel agency. For your convenience, we've listed details for local airports and carriers below:

Santa Barbara Municipal Airport (SBA)
flysba.com | 805 683 4011

Los Angeles International Airport (LAX)
lawa.org/welcomeLAX.aspx | 855 463 5252

The following airlines fly into and out of Santa Barbara Airport:

Alaska Airlines	800 252 7522
American Airlines	800 433 7300
United Airlines	800 864 8331

ALTERNATIVE TRANSPORT

We believe in environmentally friendly travel and strongly support alternative transport systems. Ask our Concierge to help coordinate train travel and transfers. We also provide a charging station for electric vehicles.

Extension: 8998

BOUTIQUE

Visit our Signature Boutique in the Main Building, Ground Floor, to browse an array of custom-curated seasonal, luxury gifts, including scented bath amenities from local purveyor SALT, books, resort wear, exclusive Belmond El Encanto merchandise, snacks and sundry items.

BUSINESS SERVICES

We can help with photocopying, faxing, shipping, general office supplies, laptop and audio-visual equipment rental. Contact Guest Reception.

Extension: 8998

CHECK-OUT SERVICES

Take advantage of our flexible 24-hour check-in/check-out. Contact Guest Reception to request a later check-out time or to arrange in-room check-out. We'll deliver a copy of your folio to your bungalow or suite for your review. All charges will be applied to your credit card on file.

Extension: 8998

05 **DISCOVER MORE**

CONCIERGE SERVICES

Consult our friendly concierges for all your needs. They're waiting to help arrange your travel, book sought-after tickets or customize excursions in and around Santa Barbara.

Extension: 8998

HOUSEKEEPING

We'll service your suite or bungalow twice daily. Please contact Housekeeping for items such as hypoallergenic bedding, bed boards and rollaway beds. If you'd like your room to be serviced at a particular time, let us know. If you'd rather not be disturbed, just hang the sign on your door.

Extension: 4201

ICE

Keep cool in the Californian sunshine. Contact In-Room Dining to have ice delivered to your suite or bungalow.

Extension: 4020

HONOR BAR

Let us personalize your bar to your tastes; call In-Room Dining for details.

Extension: 4020

MAIL

We'll deliver any mail to your room as soon as we receive it. To send outgoing mail, contact the Bell Desk and it will be collected.

Extension: 3719

LAUNDRY/VALET

You'll find a garment inventory list and laundry bag in your closet. Please contact Housekeeping for laundry pick-up. A same-day service is available Monday through Saturday. We also offer an express four-hour dry cleaning and laundry service on request.

Extension: 4201

05 **DISCOVER MORE**

LIMOUSINE SERVICE

To arrange a private limousine or sedan service, please contact the Concierge.

Extension: 8998

LOST AND FOUND

If you mislay an item, please call Lost and Found at extension 3714. Every attempt will be made to locate it and return it to you. Belmond El Encanto cannot be held responsible for any misplaced items.

LUGGAGE

Contact the Bell Desk for help with your luggage or any hotel deliveries.

Extension 3719

MEDICAL SERVICES

Please contact Guest Reception at extension 8998 for any medical requests or referral to a medical professional. In case of emergency, dial extension 3714 for Security.

MEETINGS/GROUPS

More than a just a celebratory space, Belmond El Encanto is ideal for productive business events and strategy sessions. Four separate function rooms complement our gardens, giving you the freedom to plan all kinds of workshops, presentations and meetings. Host a networking event on our terrace with views of the Pacific. Or reserve the entire hotel to customize an agenda that leaves every guest informed and inspired. Talk to our events team to find out more.

Extension: 3540

NEWSPAPERS/MAGAZINES

While a guest at Belmond El Encanto, feel free to take advantage of PressReader to deliver an unlimited stream of top news stories. PressReader provides full issues of thousands of top newspapers and magazines just as they appear in print.

Simply connect to our WiFi and download the free PressReader app for your mobile device from Google Play, the App Store or Microsoft. If you're using a laptop, please visit www.pressreader.com to enjoy the same experience.

05 **DISCOVER MORE**

PRIVACY

If you prefer not to be disturbed, please hang the privacy sign on your door. To request telephone privacy, dial 0 for the operator.

PRIVATE EVENTS AND CELEBRATIONS

Let our event experts plan your perfect gathering, from an intimate anniversary dinner to a spectacular wedding banquet. We have an array of venues, including our exclusive Wine Room and elegant Riviera Ballroom. Flower-filled gardens and sweeping ocean views set the scene for a picture-perfect wedding. Wander hand-in-hand through the wisteria-lined arbor; pose for photographs by the picturesque lily pond. Our chefs will work with you to design your ideal menu and we'll coordinate every detail, from flowers to entertainment, to ensure an unforgettable occasion.

Extension: 3716

SHOESHINE

Keep your shoes looking pristine. Contact Housekeeping to take advantage of our prompt and complimentary shoeshine service.

Extension: 4201

TELEPHONE SERVICES

Belmond El Encanto:

Country Code: 1

Telephone: 805 845 5800

Area Code: 805

Guest fax: 805 456 0836

Long-distance calls:

To place a direct-dial long distance call, dial 9 + 1 + area code + phone number. For all long-distance calls, regular rates apply, plus additional resort surcharges. Please dial 0 for more information.

Calling card or credit card calls:

Please use the following toll-free numbers, as applicable.

AT&T 9 + 1 + 800 225 5288

Sprint 9 + 1 + 800 366 2255

05 DISCOVER MORE

Directory assistance:

Local information: 9 + 411

International information: dial 0 for an operator

Operator assistance: 9 + 0 + 0

Local and 800-number calls:

Dial 9 + 1 + area code + phone number. All local and 800-number calls are complimentary. International calls:

To place a direct international call, dial 9 + 011, the country code, city code and the local number. Regular rates apply, plus a US\$1.75 access fee and additional hotel surcharges. Please dial 0 for more information and a list of direct dial international country codes.

Voicemail:

In your absence, your telephone will be answered automatically and callers will be able to leave detailed personal messages. When your message light is flashing, simply press the "Message" button on your telephone and follow the voicemail instructions.

TELEVISION CHANNELS

With the television on, press "Portal" to bring you to the main menu. Select the "Channel Mosaic" or press "Guide" to view and choose from available stations. Pressing "Info" will provide additional information about the television remote.

WIFI AND HIGH-SPEED INTERNET ACCESS

To log onto WiFi, select the network below and then enter the password:

Wireless Network: El Encanto
Username: elencanto
Password: santabarbara

Please feel free to contact Guest Services at extension 8998 if we may assist in any way.

VALET PARKING

We offer a valet service 24/7. If you call Valet Parking prior to your departure, we'll have your vehicle waiting for you in the porte-cochère.

Extension: 3719

06 **OUR BLACK BOOK**

Discover more of this exceptional destination by following our Concierges' top tips. Go beyond the must-see sights to explore hidden treasures. Read on for a peek inside their Black Book, packed with great insider ideas.

IMBIBE A SNOW WHITE

Not just a fairytale character, Snow White is also Santa Barbara's best cocktail. Belmond El Encanto offers this savagely good concoction of High West Whiskey, Cutler's Artisan Spirits Apple Pie liqueur (distilled locally), Drambuie and lemon juice. The result is a spicy deep-amber mixture with citrus and sweet apple notes – a handsome prince couldn't tempt you away from this delicious treat.

JOIN THE CLUB

Nothing says fun like grown men on horseback chasing a ball with a stick. The Santa Barbara Polo & Racquet Club is the third oldest polo club in the US. Although this is a private club, there are select days when it's open to the public or you can attend one of Belmond El Encanto's special Sunday polo events to get close to the action.

CHECK OUT SULLIVAN GOSS

At the most celebrated art gallery in town, owner Frank Goss mounts constant exhibitions showcasing top talent from across the US, with an emphasis on the 19th to 21st centuries. There are two galleries here, one offering traditional works and the accompanying space given to oversized, less conventional pieces.

ADMIRE THE VIEW AT FRANCESCHI PARK

Just up the street from Belmond El Encanto, this former residence of Italian horticulturist Francesco Franceschi includes a fascinating, dilapidated old mansion. However, its best asset is the stunning view of the city, harbor and coastline, especially during amber-hued sunsets.

GET FUNKY

The Funk Zone is a former unsightly industrial area, a scant two blocks from the beach, which has become the de facto cool neighborhood. Perhaps it's the wine-tasting rooms, the breweries, the distillery, the food and the art. It's also close to the beach and State Street, Santa Barbara's main drag, making the Funk Zone the place to be seen.

06 OUR BLACK BOOK

ENJOY A TUNA CONE

The signature specialties at Toma Restaurant & Bar comprise diced ahi sashimi, ginger, sesame, soy, chili and chives stuffed into a crisp sesame-seed cone – think ice-cream cones for adults, *sans* ice cream. They're stylishly presented at your table in a branched candelabra-style holder. Enjoy perfectly, deliciously balanced flavors with a delicate sweetness and slight heat from the chili.

QUAFF THE WINE DU JOUR

Santa Barbara is home to some 270 wineries, so to single out specific wines is no easy task. However, Grassini Family Vineyards Cabernet Sauvignon, from the newly minted Happy Canyon AVA, does a magnificent job with its robust, layered, smooth and swanky character with typical dark fruits and oak, ready to rival Napa.

IMMERSE YOURSELF IN AMERICAN MEMORABILIA

You have to love a shop like Random, packed with things you never thought you needed. The eclectic merchandise includes wing nuts, bolts of cloth, totem poles, comic books, strange art and assorted one-offs – all thoroughly off-beat and totally tempting. It looks like a nightmare college dorm room, but since the merchandise varies constantly, it's a delightfully absorbing quest to locate a hidden treasure.

SPEND A LAZY SUNDAY AT CORKS 'N' CROWNS

The selection of wines and beers at this funky spot near the beach changes monthly and is both local and international. Sundays feature sparkling wine and cupcake pairings created by Sugar Cat Studio, the winner of *Cupcake Wars* on the Food Network. You can choose from several different wine or beer flights – so there's something for everyone.

07 SAFETY & SECURITY

BUNGALOW AND SUITE SECURITY

Protecting your privacy and ensuring your safety are our greatest concerns. We will never release a guest's information, including room number and reservation information.

If you become locked out of your accommodation, please call Security at extension 0 and we'll respond immediately. Be prepared to present photo identification before Security can open your door. A door will only be opened for the registered guest.

When leaving your accommodation, please make sure all of the exterior doors and windows have been closed and locked. Don't allow anyone to enter your room without first making positive identification. If there's any doubt about a person's identity, please contact Security at extension 0.

If you do not wish to receive outside calls or list your registration, please inform Guest Reception.

FIRE INSTRUCTIONS

Please read the instructions on the back of your room door carefully to familiarize yourself with the nearest emergency exits, fire extinguishers and assembly points.

EMERGENCIES

If you require immediate police, fire or ambulance services, dial 9 + 911. For medical emergencies, dial 3714 for Security. Your call will be transferred to the 911 emergency operator. Our Security team is trained in basic CPR/ First Aid and will be able to assist until the Fire/Paramedic teams arrive.

KEYS

Please keep your suite or bungalow keys safe and return them to Guest Reception when you check out. If you lose or misplace a key during your stay, present your ID to Guest Reception and they'll issue a new one.

VALUABLES AND IN-ROOM SAFES

Please ensure all money and valuables are secured in your in-room safe. Belmond El Encanto cannot be held responsible for any lost or stolen items. You'll find the safe in your closet together with instructions for use. Complimentary safe deposit boxes are also available at Guest Reception. For any further help with storing valuables, please contact extension 8998.

08 GUEST SERVICE EXTENSION NUMBERS

Airport Transportation	8998
Automobile Rental	8998
Babysitting Services	8998
Baggage Services	3719
Bell Desk	3719
Business Center	8998
Concierge	8998
The Dining Room	3530
Dining Reservations	3530
Dry Cleaning and Laundry	4201
Emergency	3714
Executive Offices	3708
Facsimile Services	8998
Fitness Studio	3545
Florist	8998
Foreign Currency Exchange	8998
Golf	8998
Guest Reception	8998
Housekeeping Services	4201
Ice Service	4020
In-Room Dining	4020
Lost and Found	3714
Private Events	3716
Room Reservations	8998
Safe Deposit Box	8998
Sales Office	3540
The Spa and Salon	3545
Security	3714
Shoeshine	4201
Valet Parking	3719
Voicemail	Message Key
Wake-Up Call	0

Butterflies flit across these pages against the mauve hue of wisteria. They evoke our hotel's strong connection with nature and the arbor in its heritage gardens where they flutter in the sun. These delicate creatures are a striking feature of our hotel's art collection, reflecting our location on the path of the monarch butterfly's migration route.

#TheArtOfBelmond

