



**CASA DE  
SIERRA NEVADA**

A BELMOND HOTEL  
SAN MIGUEL DE ALLENDE

HEALTH & SAFETY DIRECTORY

## 01 WELCOME TO THE HEART OF MEXICO

We're delighted to reopen the doors of Casa de Sierra Nevada, a Belmond Hotel, San Miguel de Allende and warmly welcome you 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 carefully put in place new protocols, 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 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.

Below, we've outlined the main procedures regarding your stay. For more information on Belmond's commitment to safe travel, please see <https://www.belmond.com/trusted-for-travel>.

We look forward to seeing you soon. Until then, stay safe, stay well, and stay curious!



Eric González

General Manager

Casa de Sierra Nevada, a Belmond Hotel, San Miguel de Allende

## **02 PRE-ARRIVAL & ARRIVAL**

### **FACE MASKS**

Please bring your own face covering or mask to the hotel. San Miguel de Allende authorities require masks to be worn in the city, such as public areas, restaurants, grocery stores, art galleries and parks. We kindly ask you to wear the mask while walking in the public areas of the hotel. 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.

### **TRAVEL REQUIREMENTS**

There are no current traveling restrictions to enter Mexico. For your convenience and in light of the new travel policy requiring a negative COVID-19 test before going US, we will be pleased to arrange on-site testing services through an authorized and independent laboratory. Advanced reservation of at least 48 hours is required. Kindly indicate us prior to your arrival, in order to provide you with more details and arrange accordingly.

### **PARKING**

For your convenience, we have parking and valet parking service with an additional cost of \$350 MNX daily and provided upon request. Your vehicle is received at Hospicio Street 35, upon check-in. Once registered, we encourage you to take San Miguel de Allende as a pedestrian destination. For other options, such as airport pick up, please contact the hotel for assistance.

### **CHECK-IN**

Take advantage of the digital check-in option available on our Belmond app.

Alternatively, we will send you a pre-check 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, minibar, 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 dialing the Front Desk on extension 100.

## 04 WINING & DINING

### ANDANZA

Andanza is open for breakfast and early lunch, from 7.30am to 3pm. You can browse our breakfast and lunch menus on the Belmond app or your smartphone. Single-use printed menus are available on request.

### DEL PARQUE

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

### THE BLUE BAR

The Blue Bar in Casa Principal is open from 12 noon to 10.30pm. Sip your favourite cocktail while marvelling at the original stucco and white washed spaces. Please respect the maximum capacity requested.

### IN-ROOM DINING

Our in-room dining menu offers comfort food to enjoy in your room or outdoor terrace. You can also find additional menus, such as minibar 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.

### SAZON COOKING SCHOOL

Our Sazon Cooking School is available with private classes only for a minimum of two people and a maximum of eight if travelling together. Cooking classes start at 11am sharp and you can choose to take the market tour or not.

## 05 WELLBEING

### SPA

We invite you to unwind in our healing sanctuary, which pays homage to the majestic Laja River that flows through the mountains of the north. A place of purification and rejuvenation, Laja Spa offers botanically rich therapies in the magnificent setting of a 16th-century manor. Opening times from 10am to 8pm. Advance reservation is required.

### 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.

## **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.

### **MARKET AND ART GALLERIES**

San Miguel de Allende's markets and art galleries offers 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**

It's been wonderful hosting you in our heritage hotel. 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?