

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 El Encanto a Belmond Hotel, join us as they unfold.

#TheArtOfBelmond

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01 **A PERSONAL GREETING**

We're thrilled to welcome you to El Encanto, a Belmond Hotel, where we invite you to soak up the quiet luxury our guests have been enjoying for decades. Savor dishes created by our Executive Chef, 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 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 services and facilities we offer, and do not hesitate to ask if there's anything we can do to enhance your stay.

We wish you a wonderful time in Santa Barbara!

Janis Clapoff
General Manager
El Encanto, a Belmond Hotel

02 **DISCOVERING EL ENCANTO, A BELMOND HOTEL**

When *The New York Times* praises us as “one of the great California hotels”, we’re delighted: they get it. Nestled above the Pacific Ocean in the foothills of the Santa Ynez Mountains, El Encanto, a Belmond Hotel, Santa Barbara, invites you to untwine and draw inspiration from this vivid sensory oasis. Our landmark status goes beyond mere location, however.

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

We are 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 will feel completely at home. If you find you don’t want to leave your sanctuary, In-Room Dining 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 El Encanto. Sample our contemporary California coastal cuisine at the Dining Room and Terrace or elegant light dishes in the Lounge or our Fireside Patio. Discover a new vintage in the Wine Room, or enjoy a decadent cocktail at the bar. Wherever you choose, you will soon unearth our secret: that everything we do, we do with love.

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

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

Afternoon Tea: Monday - Thursday, 2:30pm-5pm

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 locally sourced sea urchin risotto or farmers market vegetable medley, is complemented by peerless service and views worth traveling for.

Location: Main Building, First Floor

Dress code: Resort Casual

RIVIERA BAR, LOUNGE AND PATIO

Monday to Thursday, 11:30am-9:30pm

Friday & Saturday: 11:30am-10pm

Sunday: 2pm-9:30pm

The Riviera Bar, Lounge and Patio are ideal retreats, indoor or outdoors, for light dining or an elegant afternoon tea with friends. Delicately crafted breads and buns come filled with classic combinations. Tempting scones, signature petit fours and buttery pastries tempt any sweet tooth.

Location: Main Building, First Floor

Dress code: Resort Casual

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

Served Monday through Thursday excluding holidays, 2:30pm-5pm.

03 WINING & DINING

MACALLAN LIBRARY

Sunday-Thursday, 11am-10pm

Friday-Saturday, 11am-12 midnight

Relax over an expertly crafted cocktail or a sought-after vintage wine 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.

04 WELLBEING

THE SPA AT EL ENCANTO

Monday-Sunday 10am-5pm

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. Our charming setting is perfect for intense rejuvenation, pampering packages or simply spending a fun afternoon with friends.

Location: Main Building, Ground Floor

FITNESS STUDIO

Daily, 6am-10pm

Please see our Front Desk to request 24 hour access

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 variety 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

ZERO-EDGE POOL

Daily, 6am-10pm

Pool service, 11am-5pm

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 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

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
American Airlines
United Airlines
Southwest

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.

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 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.

05 **DISCOVER MORE**

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.

CONCIERGE SERVICES

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

HOUSEKEEPING

Please contact Housekeeping for items such as hypoallergenic bedding 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. Laundry and dry cleaning services available.

ICE

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

HONOR BAR

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

MAIL

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

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. El Encanto cannot be held responsible for any misplaced items.

05 **DISCOVER MORE**

LUGGAGE

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

NEWSPAPERS/MAGAZINES

While a guest at 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.

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.

SHOESHINE

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

05 **DISCOVER MORE**

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

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. 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.

05 **DISCOVER MORE**

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.

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.

ENJOY A PRIVATE, GUIDED WINE TOUR

Santa Barbara is truly a world-class winemaking region! Our unique weather conditions combined with our fertile valleys and their variety of soils have created a diversity of grape varietals being grown. And, part of the charm of the region is that Santa Barbara has a number of small producers making lovingly handcrafted wines in private settings. With over 200 wineries to choose from, we recommend scheduling a private, guided tour with our preferred tour company.

EXPLORE SANTA BARBARA'S ARCHITECTURE AND HISTORY

The Red Tile Walking Tour is a self-guided tour that includes 17 stops and 22 historic adobes dating from the 1700s through the 1800s and embodies some of the best of Santa Barbara's Spanish-style architecture. You'll discover smooth, white-stucco walls, memorable red tile roofs, flower-bedecked courtyards, hidden passageways, notable restaurants, theaters, museums, and architecturally significant government buildings.

VISIT SOME OF OUR MUSEUMS AND CULTURAL ATTRACTIONS

It may be a small city, but Santa Barbara is fortunate to possess a distinctive collection of museums and cultural attractions. Step back in time and learn about the Spanish history of the region with a visit to the Santa Barbara Mission, located walking distance from the hotel. Following that, spend some time learning about the unique and diverse natural history of the region at the Santa Barbara Museum of Natural History in Mission Canyon. Finally, be sure to visit the Santa Barbara Museum of Art, which showcases a collection of ancient through contemporary art.

GET "FUNKY" IN THE FUNK ZONE

Originally an industrial area where artists turned abandoned warehouses into studios, The Funk Zone is now a bustling area of town where you'll find wineries, tasting rooms, farm-to-table restaurants, unique shops, a micro brewery and Santa Barbara's first distillery. Visit art galleries; shop vintage and modern home goods at The Blue Door; taste from a variety of local wineries along the Urban Wine Trail, and enjoy a five-star dinner at The Lark.

06 **OUR BLACK BOOK**

TASTING ROOMS DOWNTOWN

We have some exceptional tasting rooms in town that offer a variety of 'vinos' to please a very wide range of palates. The wines vary from incredible pinots to chardonnays and even some quality cabs. We have bright open aired tasting rooms with a fabulous selection of artisan cheese and meats to pair with their spectacular wines. They are spread across town from lower State Street to The Funk Zone area and the historic presidio district.

OUTDOOR ACTIVITIES

From the sparkling Pacific Ocean to the lush Los Padres Forest, take advantage of the plethora of outdoor activities Santa Barbara has to offer with the year-round beautiful weather. Paddle boarding and kayaking can be enjoyed directly from the Santa Barbara harbor through the Paddle Sports Center. They also offer surfboard rentals or lessons at various locations in the area. If you prefer the mountains to the sea, you might head out on one of the many hiking trails, with Inspiration Point being the closest trailhead to the hotel. Additionally, you can experience the great outdoors of Santa Barbara by horseback with Los Padres Outfitters.

PRIVATE SAILING EXPERIENCES

We are very fortunate to have a world-class view of the Pacific Ocean and the breathtaking Santa Barbara Harbor known as Stearns Wharf which is a highlight of the Santa Barbara area. Stearns Wharf is the oldest working wood wharf in California and was built in 1872 by John Peck. We work very closely with some highly experienced sailing captains who charter private sailing experiences, which is an ideal way to watch the sunset and enjoy a local glass of wine or two.

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 3714 and we will 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 3714.

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

EMERGENCIES

If you require immediate police, fire or ambulance services, dial 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 will issue a new one.

VALUABLES AND IN-ROOM SAFES

Please ensure all money and valuables are secured in your in-room safe. El Encanto cannot be held responsible for any lost or stolen items. You will 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
Emergency	3714
Executive Offices	3712
Facsimile Services	8998
Fitness Studio	3545
Florist	8998
Foreign Currency Exchange	8998
Golf	8998
Guest Reception	8998
Housekeeping and Laundry Services	3721
Ice Service	4023
In-Room Dining	4023
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
Sous Chef	3708
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