

## Bessou Room Guide

### LODGING CHECK OUT AND FRONT DESK HOURS

Check out is by 12pm. A final invoice will be sent to you via email. No early check-ins or late check outs are available. The Front Desk is open from 10am until 8pm every day.

### HOUSEKEEPING

Please notify the front desk of your housekeeping needs. **Daily housekeeping will not be provided during your stay, but we are happy to provide clean sheets, towels, and other items upon request.**

### LIGHTING

The main control panel for ceiling and outdoor lights is to the right as you walk in. "Welcome" turns on all overhead lights. Turn on the narrow metal lights over the couch with the button located on the short end of the light.

### BLINDS

To raise and lower the blinds, look for the lever in the lower left corner of the window frames. To access the lever for the upper set of blinds, there is a ladder located in the closet between the TV and the kitchenette.

### SMOKING

Smoking is permitted outside, only. Ashtrays are provided on your patio.

### HEATING/AC

Power Unit On. Use the "mode" button (accessed by sliding the lower part of the control unit down) to select either the snowflake for cooling or the sun for heating. To turn off the indicator light on the mini split at night, press the "light" button in the lower left corner of the remote.

### WOOD STOVE

**PLEASE READ THESE INSTRUCTIONS COMPLETELY BEFORE STARTING A FIRE!**

The damper is always open. To build a fire, crumple 3 to 4 pieces of newspaper in the wood stove. Place 3 to 4 pieces of kindling on top of the paper. Light paper and wait for kindling to catch fire. **Leave the door cracked to allow for air until fire lights.** Then place a smaller log on top of the kindling. Add wood as needed. Firewood is available in the box outside your door; to request more, please contact the front desk between 10am and 7pm. Please note that during summer months and fire season, we may not be permitted to offer firewood.

### FOLD OUT COUCH

Please move furniture from in front of the couch before opening. You will need to move the couch away from the wall to unfold. To open the fold-out couch, stand behind the back and lean against it. You will then hear a click. This releases the back and allows it to lay flat.

### TEN THOUSAND WAVES SIGNATURE LINES and PRIVATE LABEL PRODUCTS

We are proud of the natural products we've developed to cleanse and nourish the body—no artificial colors or fragrances, no mineral oils or alcohols, not tested on animals—only the very purest ingredients have been used. In your room, you'll find a few amenities to help you step away from the rest of the world: kimonos, sandals to wear around the property, blue *haori* overcoats to be worn over your kimono for an extra layer of warmth, and our signature line of bath products. If you would like to take any of these items home with you, you may purchase them in the gift shop, or you may take them from your room and we will simply add it to your bill after checkout.

### ATTRACTIONS IN AND AROUND SANTA FE

[THINGS TO DO IN SANTA FE](#)

[SANTA FE DINING](#)

[HIKING](#)

[MOUNTAIN BIKING](#)

## WATER

Filtered water is provided in your refrigerator and in the carriage on your nightstand. Please drink plenty of water: the 7800-foot altitude combined with hot water is very dehydrating. We have provided carafes to entice you to drink. A filtered water spigot is available in the laundry/ice room.

## KITCHENETTES

We recommend opening every drawer and closet to see what's inside! In the Japanese tradition, we strive to minimize open clutter. If you open things, you just might find what you need.

## COFFEE AND TEA

Coffee is available in individual steeping pouches in your room. Each pouch can be steeped up to three times per cup. If you need more coffee, please let us know!

萬波 ten thousand waves

ICONIK  
COFFEE ROASTERS  
DIRECT TRADE - SANTA FE

**Caution:**  
*The kettle is hot and so  
too, the water...*



**FILL 1/2**

Add water until  
1/2 full. Press round  
power button once.  
Heat to 194°F.



**SUBMERGE**

Place filter in cup  
and gradually  
pour over 8 oz  
hot water per  
Steeped Bag.



**SATURATE**

Dunk the bag  
for 15 seconds  
or longer  
for added  
strength.



**STEEP**

Leave Steeped  
Bag in cup or  
until preferred  
taste. Drink after  
7+ min.

## PILLOWS, BLANKETS AND DUVETS

We realize how important good bedding is and are proud to have found traditional silk duvets and silk pillows, which are naturally hypoallergenic, for your enjoyment. In the colder months, down comforters are sometimes exchanged for the lighter weight silk. All our sheets are also 100% cotton, a rarity in most hotels.

## PET POLICY

We love pets! You must always accompany your pet. Pets are never to be left alone in any of the rooms or outside in any of the courtyards.

## LAUNDRY, ICE MACHINE & RECYCLING

Located in a separate building near the lodging parking lot just south of the main lot. An ice bucket can be found in your room. Please help in our recycling efforts and use the bins provided. There is a credit card machine for the laundry and there are plenty of quarters at the spa front desk.

## TV AND DIRECTV

In your room you will find a universal remote for your television set equipped with [DirecTV](#). Press ON to turn the TV on and OFF to turn it off.

## PROCEDURES FOR TRANSFERRING TO ANOTHER ROOM

If you will be transferring to another room during your stay, the following is the process: We ask you to have packed luggage moved to your vehicle by 12pm. If you have food in the refrigerator, please pack that up as well. It takes us 4 hours to prepare a room for the next guest. Since check out is at 12pm, your house should be ready no later than 4 pm. You will be able to use the same security code at each house. If you have any special needs, please call the Front Desk using the preset button on your phone.

## **SPA and IZANAMI**

### **HOURS**

Plan to arrive 5 minutes prior to any spa treatment and check in at the Front Desk for each appointment. When checking out after spa treatments and tubs, be sure to stop at the cashier and sign for products and services.

Located up the main road to the spa, izanami is a Japanese-inspired izakaya, serving seasonal, small plates. We have an eclectic menu of fresh salads, homemade pickles, grilled and fried items, and specials that change every day. You can order a la carte or simply sit back and order “omakase” or chef’s choice.

We are proud to have the best premium Japanese sake list within a thousand miles, as well as an in-house sommelier to recommend one to match your meal. We offer over 40 unique chilled sakes as well as a rotating list of sake tasting flights in case you would like to experiment. We also have a large selection of Japanese micro-brewed beers, an amazing wine list, and many local sodas and nonalcoholic beverages.

We are proud to serve many varieties of organic green teas imported from Shizuoka, Japan. Grown by a small family-run farm who have been producing some of Japan’s most award-winning teas, you will surely find one that will amaze you (and we also have them for sale to take home with you in our restaurant’s small retail area).

Visit our [website](#) for a current menu and lots of mouth-watering photos.

[Takeout](#) is also available.

### **AFTER HOURS MAINTENANCE EMERGENCY**

Please dial the Front Desk from your room phone to be connected to our on-call maintenance concierge.

### **FIRE EMERGENCY**

Please report all fires to the front desk. Each room is equipped with a fire extinguisher.

Operation instructions are attached to each extinguisher.

### **POWER OUTAGES**

Call the front desk from your room phone. We have supplied a flashlight and a lantern for you in the event of a power outage. Open all blinds for additional light and doors/windows for ventilation.

### **MEDICAL EMERGENCIES**

FOR SERIOUS MEDICAL EMERGENCIES DIAL 911. For minor medical issues, there is a first aid kit in your room located under the sink in the bathroom. For larger first aid emergencies, there is a more extensive first aid kit at the front desk.

### **ALTITUDE SICKNESS**

Altitude sickness is common for many of our visitors since we are at 7800 feet above sea level. We suggest drinking plenty of fluids and ask you to remember that at high altitude, alcohol prior to bathing in hot water is a bad combination. There is an herbal remedy called Jae Bird Botanical High Altitude Formula sold in the spa lobby which can offer relief.