



## Luna Room Guide

Welcome to Luna. Please enjoy your stay.

**LUNA ROOM PHONE NUMBER** (505) 992-5017

### LODGING CHECK OUT AND FRONT DESK HOURS

Check out is by 12 p.m. 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 9 a.m. until 9 p.m. every day.

### HOUSEKEEPING

Daily housekeeping will be provided during your stay unless you notify us otherwise. Please note that housekeeping will not enter a room or courtyard if you have an unsupervised pet in the area.

### SMOKING

Smoking is permitted outside, only. Ashtrays are provided on your patio. Please be aware that there is a \$250 fee for smoking inside your unit.

### HEATING/AC

All of our rooms are quipped with mini-split heating and cooling. Please use the remote mounted on the wall to power the 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.

### FIREPLACE: PLEASE READ THESE INSTRUCTIONS COMPLETELY BEFORE STARTING A FIRE!

The damper is always open. To build a fire, crumple three to four pieces of newspaper in the wood stove. Place three to four pieces of kindling (including one or two quick light sticks) 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 10 a.m. and 7 p.m. Please note that during summer months and fire season, we may not be permitted to offer firewood.

### 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: [www.santafe.org](http://www.santafe.org)

Dining and other information: [santafe.com](http://santafe.com)

Hiking: <https://www.alltrails.com/us/new-mexico/santa-fe>

Mountain Biking: <https://www.mtbproject.com/directory/8009343/santa-fe>

## **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**

You will find a selection of Sugimoto and Art of Tea teas and Keurig single-serve coffee maker on your kitchenette counter. If you need more coffee or tea, please let us know!

## **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.

## **SMART TV**

In your room you will find a universal remote for your smart television. You can log into your streaming services and rest assured that we'll log you out after check out if you forget.

## **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 ready to move by 12 p.m.; our housekeeping staff will assist you in moving any packed luggage. If you have food in the refrigerator, please pack that up as well. It takes us four hours to prepare a room for the next guest. Since check out is at 12 p.m., your house should be ready no later than 4 p.m. Before 4pm, please stop by the Front Desk to pick up your new wristbands. If you have any special needs, please call the Front Desk using the preset button on your phone.

## **TEN THOUSAND WAVES SPA**

HOURS: <https://tenthousandwaves.com/hours>

Plan to arrive five 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.

## **DINING AT IZANAMI**

HOURS: <https://tenthousandwaves.com/hours>

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 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: <https://tenthousandwaves.com/food>  
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.