CASONA Sforza

ENGLISH

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WELCOME TO

CASONA SFORZA

It is a pleasure to welcome you to Casona Sforza. Each space has been designed to invite you to slow down, reconnect with nature, and enjoy the tranquility of the coast. Our team is at your disposal to take care of every detail of your stay.

RESTAURANT – LA BÓVEDA

Our Michelin Guide restaurant

Inspired by the natural flavors and aromas of the region, the new culinary offering at Restaurant La Bóveda by Casona Sforza features an honest cuisine menu where the delights of the sea and land take center stage in every dish.

RESTAURANT HOURS

BREAKFAST: 8 am – 11:45 am
CLOSED: 12 pm – 1 pm
LUNCH: 1 pm – 5 pm
DINNER: 5 pm – 9 pm

BAR

Available from 8 am – 10 pm.

To view the menu, check opening hours, or make a reservation:

LA BÓVEDA - ROOM SERVICE

Available from 9 am – 9 pm + 20% service charge.

Enjoy our food and beverage offerings in the privacy and comfort of your room.

Our team will be happy to assist you with:

- Food and beverages
- Ice
- Water replenishment
- Special requests

WhatsApp Contact: +52 954 164 3883

**Service charge: Room Service orders include a 20% service charge.*

ROMANTIC DINNER

A private experience overlooking the ocean, designed to celebrate special moments.

THE SETUP INCLUDES:

- Welcome cocktail
- Flowers, lights, and candles
- Personalized high-definition audio
- Private beach setup
- Private waiter
- 2–3 hour experience

Reservations via WhatsApp: +52 954 164 3883

$3,000 mxn

The price applies to the setup only.
Food and beverages are charged separately.

7-COURSE TASTING MENU

Last available seating: 8 pm.

You may also choose from our regular menu.
Reservations via WhatsApp: +52 954 164 38

$2,100 mxn per person

ROOM – MINIBAR

A carefully curated selection to enjoy in the privacy of your room.

PRODUCT	PRICE (MXN)
• Still or sparkling water	$84
• Coca-Cola	$65
• Coronita	$80
• Craft beer	$95
• Mini Moët	$1,100

**All minibar products incur an additional charge.*

WATER & ICE

In your room, you will find two refillable 1 L glass bottles containing drinking water.
To request a refill, please contact:

Casona Concierge or Room Service - La Bóveda:
+52 954 168 5652 / +52 954 164 3883

**You will also find premium water in the minibar, available at an additional charge..*

WI-FI

NETWORK - Sforzasuites PASSWORD - 123456789

Signal may be limited in some areas near the beach.

ROOM AMENITIES

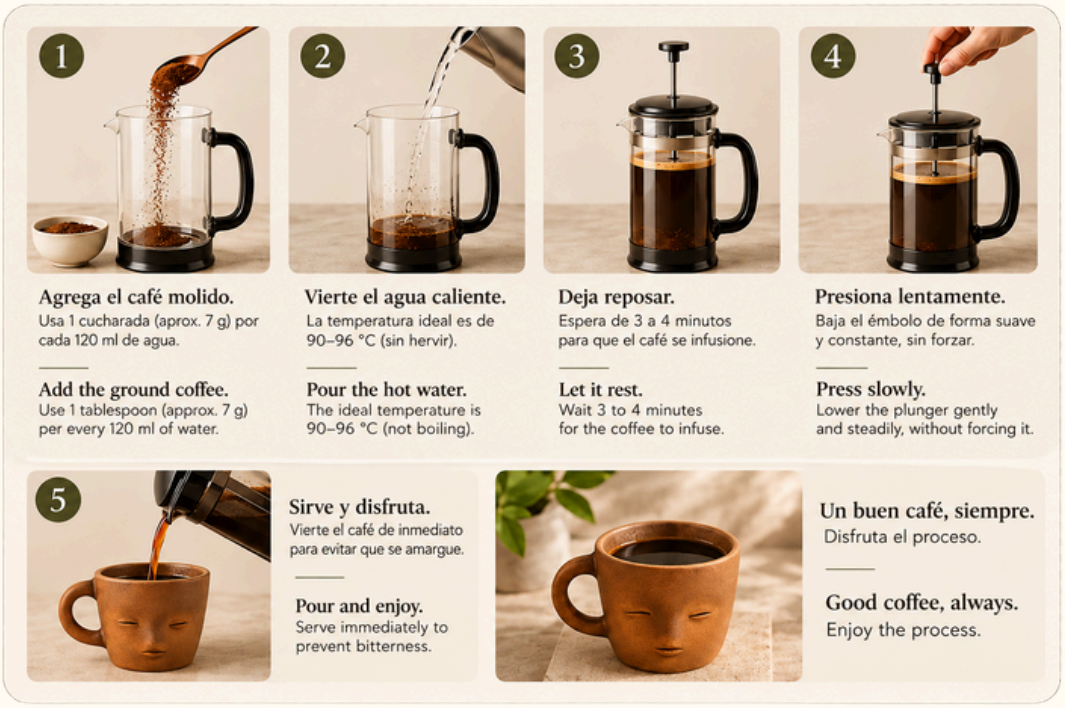
- *Sewing kit*
- *Power strip*
- *Linen robes*
- *Coffee, tea, honey*
- *Beach bag*
- *Pool towels*
- *Safe*
- *Extra blanket*
- *Pueblo del Sol amenities (shampoo, conditioner, lotion, insect repellent, honey soap)*

SAFE

For your peace of mind, you will find a safe inside your room.
Please refer to the user guide available in your room. If you need assistance, our Concierge will be happy to help you.

FRENCH PRESS INSTRUCTIONS

For your peace of mind, you will find a safe inside your room. Please refer to the user guide available in your room. If you need assistance, our Concierge will be happy to help you.



SERVICES UPON REQUEST

Some services and items can be requested through our Concierge team:

- Iron and ironing board
- Laundry bag
- Hair dryer
- Photocopies and printing
- Toothbrush and toothpaste
- Laundry service
- Luggage assistance
- Special requests

**To request any of these services, please contact our Concierge.*

Concierge WhatsApp | +52 954 168 5652

HOUSEKEEPING

Our team is available to attend to your needs throughout your stay.

Hours: 7:00 am – 10:00 pm.

We can assist you with:

- Additional cleaning
- Amenities
- Towels
- Extra pillows
- Turndown service
- Special requests

**For assistance:*

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EXPERIENCES

Our Concierge is available throughout your stay.

We can assist you with:

- Reservations and experiences
- Restaurants and activities
- Transportation
- Spa & Wellness
- Special requests
- Local recommendations

We also offer special services such as:

- Floral arrangements
- Beach photography sessions
- Decoration packages (birthdays, romantic setups, etc.)

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TOURS & EXPERIENCES IN PUERTO ESCONDIDO

We are pleased to share our selection of private experiences, designed to help you make the most of your time on the beautiful Oaxacan coast. From ocean adventures to moments of relaxation and local culture. If any activity interests you, please do not hesitate to contact us. We will be happy to provide more information or help you make a reservation. You can do so directly at reception or via WhatsApp.

Turtle release

Experience something truly transformative! Take part in a turtle release at sunset and help preserve marine life.

4:40 PM (2 hrs.)
$3,600 MXN

Private tour (2 people)

Dolphin encounter at dawn

Sail around the bay in search of dolphins, turtles and, during the season, even whales!
Includes driver from the hotel to the pier, private boat and guide.

6:40 AM - 10:30 AM (4 hrs.)
$6,700 MXN

Private tour (1–4 people)

Sport fishing

Catch species such as mahi-mahi, sailfish or tuna! Ideal for beginners and experienced anglers.
Includes private transportation: hotel – pier – hotel.
Private boat and guide.

6:30 AM (4 hrs.)
$8,900 MXN

Private tour (1–4 people)

Paddle Board / Kayak

Explore the lagoon by kayak or paddle board at sunrise, sunset or at night. Includes: transportation, equipment and guide.

FLEXIBLE SCHEDULE (2 hrs.)
$2,400 MXN

Private tour (per person)

Cultural tour in Puerto Escondido

Discover local markets, handicrafts, a mezcal factory and much more.

DEPARTURES: 10 AM, 1 PM OR 3 PM (3 hrs.)
$1,800 MXN

Private tour (per person)

Sunset horseback riding

Horseback ride along the beach in front of the hotel, ideal for all experience levels.

PLEASPLEASE CHECK SCHEDULES (1 hr.)
$1,700 MXN

Private tour (per person)

Punta Cometa

Visit this spectacular viewpoint in Mazunte and enjoy an unforgettable sunset.

2 PM DEPARTURE (6 hrs.)
$4,800 MXN

Private tour (1–4 people)

Bioluminescence

Sail through magical lagoons and watch the water glow with every movement.

6:30 PM DEPARTURE (3.5 hrs.)
MANIALTEPEC: $6,100 MXN
CHACAHUA: $6,700 MXN

Private tour (1–4 people)

Magical Towns

Discover Ventanilla, Mazunte, Zipolite and Puerto Ángel on a tour filled with culture, nature and local flavors.

9 AM DEPARTURE (11 hrs.)
$6,000 MXN
Private tour (2 people)

Sunset & bioluminescence in Chacahua

Travel through the beautiful, crystal-clear mangroves, observe birds and other species, enjoy the bioluminescence and discover the area's charming restaurants. Includes: private transportation; hotel – Chacahua pier – hotel. Private boat and local guide.

12 PM DEPARTURE (Full day)
$7,100 MXN
Private tour (2 people)
*Food is not included.

AVAILABLE WELLNESS EXPERIENCES

Massages

Revitalize your body, stimulate your mind, express your emotions and rejuvenate your spirit.
Types of massages: sports, reiki, facial, relaxing, deep tissue and therapeutic massage.

- ***60 min — $1,750 MXN per person***
- ***90 min — $2,625 MXN per person***

Recommendations:

- Wear comfortable clothing.
- If your skin is red from sun exposure, massages are not recommended, as they may cause a fever.
- Before your massage, we recommend taking a shower to remove all sand.
- If you are pregnant, please let us know in advance. Massages are not recommended before the first 3 months of pregnancy. The service is at your own risk.

Cancellation policies:

- More than 2 hours before the appointment: no charge.
- Within 2 hours of the appointment: 50% charge.
- At the time of the appointment: 100% charge.

YOGA CLASS – $2,400 mxn per couple

SOUND HEALING – $2,200 mxn up to 2 people

Recommendations:

- Arrive 5 minutes early to settle in comfortably.
- Wear comfortable, lightweight clothing.
- Avoid heavy meals at least 2 hours beforehand.
- Bring your own water.
- Please let us know in advance if you have any injuries or special conditions.

CACAO CEREMONY – $3,500 mxn up to 2 people

Recommendations:

- Arrive on a light empty stomach (avoid coffee, alcohol and heavy meals 3 hours beforehand).
- Drink plenty of water before and after the ceremony.
- Wear comfortable clothing and bring a notebook to write in (optional).
- Maintain an attitude of respect and openness toward the experience.

Cancellation policies (for all activities):

- Cancellations up to 24 hours in advance: no charge.
- Cancellations within 24 hours of the scheduled activity: 50% of the total amount will be retained (non-refundable).
- In case of a no-show without prior notice, 100% of the activity will be charged.
- All services are subject to availability and prior reservation.

Sauna & Icebath

Revitalize your body, stimulate your mind, express your emotions and rejuvenate your spirit. Types of massages: sports, reiki, facial, relaxing, deep tissue and therapeutic massage.

DROP IN
Includes: 1 session (use of sauna and ice bath). Duration: 30 min.

- ***Cost: $500 mxn per person***

GUEST STAY
Includes: 1 session per day (limited to the duration of the reservation stay, use of sauna and ice bath). Duration: 30 min per day.

- ***Cost: $1,000 mxn per person***

Cancellation policies:

- More than 2 hours before the appointment: no charge.
- Within 2 hours of the appointment: 50% charge.
- At the time of the appointment: 100% charge.

Hours: 10 am – 6 pm

To schedule, please ask for your preferred time so we can check availability.
** We suggest complementing your experience with a massage.*

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Policies

CHECK-OUT · 11:00 am.

If you would like to request a late check-out, our Concierge will be happy to review the available options. Extensions are subject to availability.

LUGGAGE STORAGE

We have a locker area available 24/7 so you can continue enjoying Casona with peace of mind.

POOL

Our pool is exclusively available to hotel guests.

Hours: 8:00 a.m. – 9:30 p.m.

The pool features a hidden water channel and an infinity edge, so we recommend taking extra precautions and always remaining within the designated areas for its use.
Use of the pool is at the guest's own risk. We do not have lifeguard service.

For your safety:

- Do not run, push, jump or dive.
- Do not use glass objects.
- Do not bring food or beverages into the pool.
- Appropriate swimwear must be worn.
- Avoid using speakers or playing music at high volume.
- Showering before entering the pool is recommended.

BEACH

Our beach is part of the natural surroundings of Casona Sforza.
Access is restricted since we are located in an open-sea area.

For your safety, we recommend not attempting to swim in this area..

Pool policies:

To enjoy our pool in a peaceful, safe and pleasant environment for all our guests, we kindly ask you to take the following recommendations into account:

- The pool is exclusively for hotel guests.
- Pool hours are from 8:00 a.m. to 9:30 p.m.
- Use of the pool is at the guest's own risk. We do not have lifeguard service.
- Our pool features an infinity edge and a hidden water channel, so we recommend taking extra precautions and always remaining within the designated swimming areas.
- Do not approach, sit, lie down or lean on the edges or transition areas of the pool, especially around the infinity edge and hidden channel.
- We recommend paying special attention when moving around inside and around the pool, as some areas and changes in level may not be immediately visible.
- For safety reasons, running, pushing, jumping or diving in or around the pool is not permitted.
- Appropriate swimwear is required to enter the water.
- We recommend showering before entering the pool.
- For safety reasons, glass objects, glasses or bottles are not permitted in the pool area.
- Bringing outside food or beverages into the pool area is not permitted.
- Beverages purchased at the hotel must remain in appropriate containers and outside the pool itself.
- Speakers or music played at high volume are not permitted. We appreciate your cooperation in maintaining a peaceful and relaxing atmosphere.
- For hygiene and safety reasons, entering the pool while excessively intoxicated is not permitted.
- Access may be temporarily suspended due to maintenance, weather conditions or safety reasons.
- Any damage caused to the facilities or furniture through improper use may result in the corresponding charge.

We appreciate your cooperation in enjoying our facilities responsibly and following our team's recommendations at all times.

HOTEL POLICIES

- Check-out time is 11 am, without exception.
- Smoking is not permitted inside the rooms. Otherwise, a USD $100 purification fee will be charged.
- For your safety, please store your valuables and cash in the safe. The hotel is not responsible for items that are not secured. The replacement cost for a lost room key is USD $25.
- Bringing food and beverages into the restaurant and common areas is prohibited, including soft drinks, wines, spirits and beers. Failure to comply with this policy will result in an automatic corkage fee being charged to your account. The cost will depend on the product brought in.
- Only two guests per room are permitted, and reception must be notified in advance.

SECURITY

Your safety and peace of mind are our priority.
In case of an emergency, our team is available to assist you at any time.

IN CASE OF EMERGENCY

- ***FIRE***

Remain calm and follow these instructions:

1. Immediately inform Reception/Concierge.
2. Leave your room and close the door behind you without locking it.
3. Use the marked evacuation routes and proceed to the meeting point indicated by staff.
4. Use the established evacuation routes.
5. Do not return for your belongings until authorized by staff.
6. If there is smoke, stay low and move below the smoke.
7. If the door is hot or there is heavy smoke on the other side, do not open it. Remain in your room, place a wet towel at the bottom of the door and ask for help.
8. Always follow the instructions of Casona Sforza staff.

EMERGENCIES: 911
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- *HURRICANE*

The safety of our guests is our priority. Remain calm and follow our team's instructions at all times.

1. Remain inside the property and follow the instructions of Reception/Concierge.
2. Do not go out to the beach or approach the sea, even when conditions appear calm.
3. Move away from windows, glass doors and exposed areas, and remain in the areas indicated by staff.
4. Keep doors and windows closed throughout the event.
5. Do not use the pool or outdoor areas while they remain restricted.
6. Keep your documents, phone and essential personal belongings with you.
7. In case of evacuation, follow only the routes and instructions established by the hotel and authorities.
8. Do not leave the property or return to restricted areas until authorized by staff.

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- *EARTHQUAKE*

Remain calm and follow our team's instructions:

1. Stay calm and avoid running or pushing.
2. Move away from windows, glass, mirrors and objects that may fall.
3. Protect yourself: drop, cover and hold on under a sturdy table or next to a safe structure.
4. Do not run outside during the shaking.
5. Once the shaking has stopped, follow staff instructions and proceed to the meeting point if evacuation is indicated.
6. Do not return to your room until staff confirms it is safe to do so.
7. If you are outdoors, stay away from poles, trees and electrical wires.
8. In case of emergency, call 911 and immediately notify Reception/Concierge.

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