



# SERVICE DIRECTORY

## SIERRA LAGO RESORT & SPA



Welcome to the enchanting world of Sierra Lago Resort & Spa, a place where your dreams and wishes are sure to come true. No matter what brings you to our idyllic retreat, we will do our very best to provide the finest services and facilities to make your stay with us a truly unique and fulfilling experience.

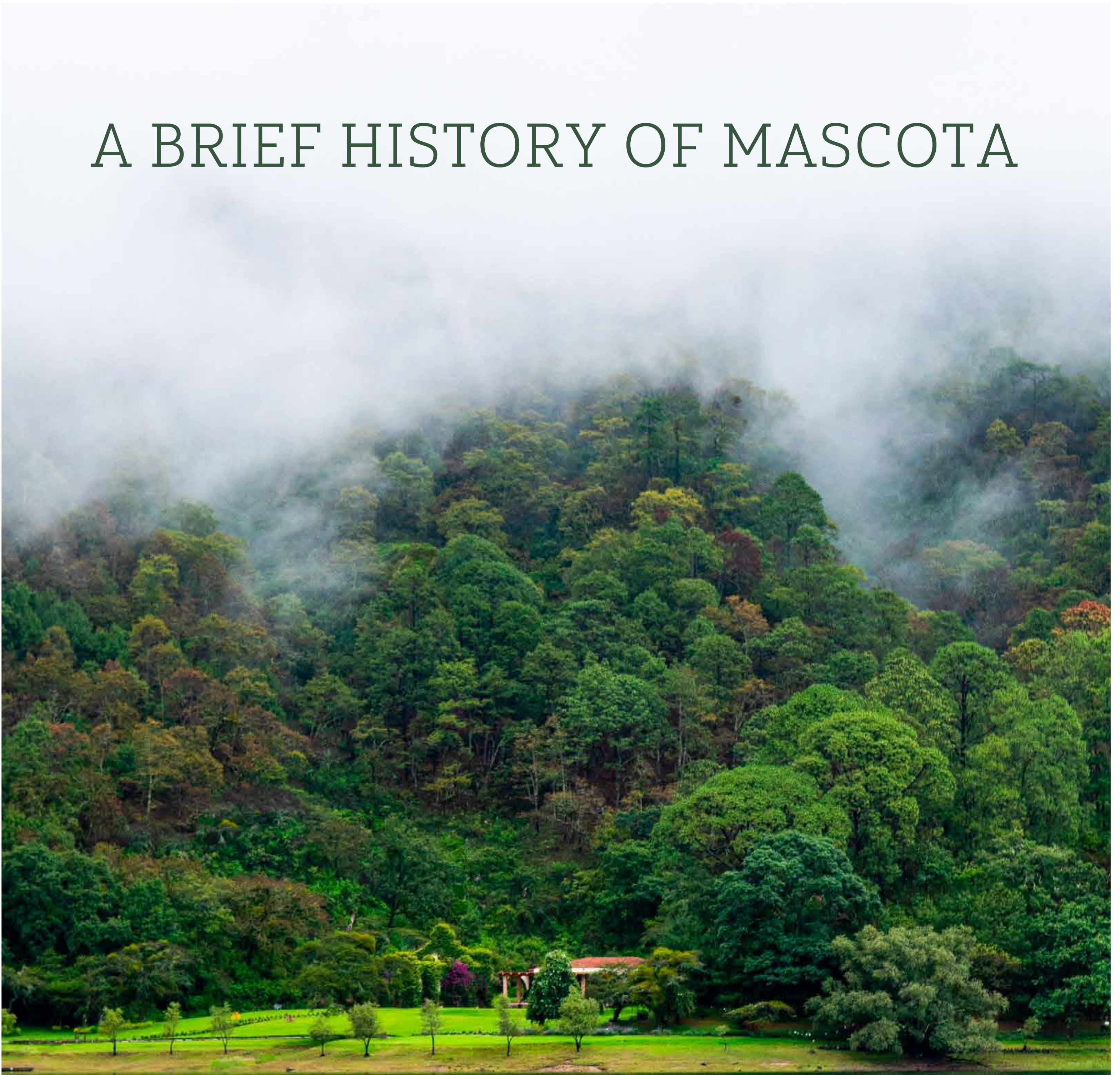
On the following pages you will find information regarding the various services and amenities we have designed especially for you, which we hope are to your liking.

We would like to thank you for giving us the opportunity to be your host during your stay on Lake Juanacatlan near the town of Mascota, Jalisco and to demonstrate the warm hospitality for which Mexico is renowned.

We wish you an excellent and comfortable stay with us having chosen the perfect place to relax. If you require any special assistance during your stay, please do not hesitate to let us know.

Warmest regards,  
The Management

# A BRIEF HISTORY OF MASCOTA



Nestled in the Sierra Madre Mountains, amidst forests of pine and oak, Mascota is known as “La Esmeralda de la Sierra” [The Emerald of the Mountains]. Being one of the best preserved of Jalisco’s traditional towns, it is an excellent destination that offers a host of attractions and amenities for visitors. Mascota is a prime location for enjoying activities that bring you in touch with nature, boasting a host of natural features worthy of outdoor exploration.

By exploring each street and corner of Mascota, you will soon discover its charm; it is one of those destinations with countless cultural, ecological, historical and archaeological attractions. Mascota offers the fusion of four centuries of history, tradition and culture, in an area with beautiful, breathtaking scenery and warm hospitable people. The best way to meet people is to walk through its cobbled streets and admire the old houses, clay roofs, orchards and architectural details.

# LAKE JUANACATLAN

Only 11 miles from Mascota, this beautiful lake is surrounded by wooded hills with a variety of conifers and fruit trees. It is believed that the lake is the crater of an extinct volcano, and that its water filters from an underground stream and small springs. With a water surface of just over 24 hectares, the lake is a unique place for fishing where you can bask in the verdant scenery and see wildlife such as ducks, geese and small birds. At Sierra Lago you can enjoy pedal-boat rides, kayaking or paddle boarding on the lake.

It is within such a beautiful location that Sierra Lago can be found, surrounded by peace and tranquility. You will find all you need for a good rest, delighting in the fresh air and star-filled skies away from everything that might occupy the workings of the mind.

Here we blend the traditions and style of the Mexican highlands with the comfort and luxury of a resort concept to provide you with a heavenly stay in a hidden paradise, where your dreams seem to become reality.



# IMPORTANT INFORMATION

## **ACTIVITIES**

Each one of the activities has been designed to encourage you to breath more deeply and foster a sincere appreciation of nature and the great outdoors. Please refer to the Activities section for more information.

## **BOUTIQUE**

The boutique offers a wide selection of garments, personal and grooming items, non-prescription drugs, snacks, soft-drinks and more. The Boutique is located adjacent to the Reception.

## **CATERING AND EVENTS**

For further information about catering, events and meetings of any type, contact the reception.

## **CHECK-IN TIME: 3:00 pm / CHECK-OUT TIME: 12:00 pm**

The Sierra Lago Resort & Spa has civil liability insurance.

## **CURRENCY EXCHANGE**

Currency exchange services are available at the Reception.

## **EMERGENCIES**

If you need medical attention, please contact the Reception.

## **FISHING**

To request a fishing rod, contact the Reception for pick-up. Please note that you are required to sign a voucher for its return.

## **HOUSEKEEPING**

Should you require any additional Housekeeping Service, please contact the Reception.

## **INTERNET**

- **Basic:** Connection for two devices per cabin is included.  
Any additional device will be charged \$130 MXN per day.
- **Premium:** available at a charge of \$150 MXN per day, per device.

## **LOST & FOUND**

Contact the Reception for any lost property.

## **LUGGAGE**

If you require any assistance with your luggage, please contact the Reception.

## **MASSAGES**

Please find more information in the Spa section of this directory. For reservations, please contact the Reception.

## **PARKING**

Free parking is available outside the Reception area or near your cabin. The resort is not responsible for any accident, loss or damage that may occur. We recommend that you lock the doors and windows of your vehicle.

## **PHONE CALLS**

Phone calls can be made from the Reception or from your cabin. Domestic calls have a cost of \$30 MXN per minute and international calls \$50 MXN per minute.

## **SAFE**

We recommend using the safe located inside your cabin to safeguard your valuables. The resort is not responsible for the loss of valuables. The safe should be left open upon check-out.

## **STEAM ROOM AND JACUZZI**

Towels designated for the use in the steam room and jacuzzi are available in those areas. Children under 12 must always be accompanied by an adult and are not permitted to use the steam room; they may enjoy the heated swimming pool instead.

## **WATER**

The water in the resort is purified and safe to drink.



# SPA LAGO

## OPENING HOURS

9:00 am to 5:00 pm

## LAKE AWAKENING EXPERIENCE | 80 MIN - \$1,700 pesos

Experience instant relaxation with an indulgent therapeutic massage designed to alleviate muscular tension and provide you with a well-deserved pampering. This herbal therapy will soothe your senses, taking you to the realm of tranquility and wellness with a variety of massage techniques combined to meet your needs, such as herbal pindas, sports, deep tissue, reflexology, stretching, and acupressure.

## **LOVE REVIVAL COUPLE'S RITUAL**

50 MIN - **\$2,700** | 80MIN - **\$3,200 (pesos / per couple)**

Enjoy a delicate and heavenly massage for two, made with a fragrant oil candle that creates a warm ambiance and brings deep relaxation to the body and mind. The candle massage is designed for those seeking to experience special moments, stimulate their senses and creativity and find reconnection, balance, and energy restoration.

## **SIERRA LAGO FACIAL | 50 MIN - \$1,420 pesos**

Feel our powerful and innovative skincare technology conducted by a highly qualified expert who will design a facial treatment according to the needs of your skin. Allow us to help you reach maximum hydration and luminosity.

## **GREEN LIFE CLEANSE FACIAL | 80 MIN - \$1,650 pesos**

This special treatment is the perfect way to smooth and brighten skin with afflictions such as acne, swelling, and excessive oil resulting in an instantly brighter, younger-looking, and renewed appearance. It includes a purifying extraction session.

## **ANTI-AGE ELEVATION FACIAL | 80 MIN - \$1,650 pesos**

This vitamin C-based facial with powerful antioxidant properties helps correct skin damage, premature aging signs, and dehydration. It stimulates collagen production to bring renewed firmness and elasticity, and its citric properties help reduce spots and blemishes and restore the skin tone revealing healthy and radiant skin.

## **HOT STONE MASSAGE | 80 MIN - \$1,700 pesos**

Indulge in the pleasure of hot stones massaging strategic body points to make tension and pain disappear. This extraordinary relaxing therapy will help balance your energy centers to improve mobility and alleviate injuries caused by burnout or stress, freeing you from tiredness as the heat softly enters the muscles and joints and uplifts you physically and mentally.

## **DEEP TISSUE MASSAGE**

50 MIN - **\$1,420** | 80 MIN - **\$1,650 pesos**

Experience a powerful therapy that will realign the deepest layers of connective tissue and muscles through a specialized technique that meets your specific needs. The muscular system is worked at a deep level through firm pressure that slowly soothes tension and releases pain to bring you into a heavenly state of calm.

## **AROMATHERAPY MASSAGE**

50 MIN - **\$1,380** | 80 MIN - **\$1,600 pesos**

Your senses will be captivated as exquisite and lavish scents fill the air during this idyllic aromatherapy treatment at SPA Lago. Embrace a nature-infused wellness journey with this massage that will bring serenity, release tension, and softly nurture your body, mind, and soul.

## **AROMATIC REFLEXOLOGY (HANDS AND FEET)**

50 MIN - **\$1,380 pesos**

Embark on a sensory journey through the delicate aromas and wisdom of the East with this scented therapy, inspired by ancient medicine and Oriental healing techniques. By stimulating specific points on your palms and soles connected to the nervous connections of vital organs, this extraordinary therapy heals and restores on many different levels.



# ACTIVITIES

## **AMATEUR FISHING**

If you would like to try your luck fishing on the lake, rods are available at the reception. We can also prepare your catch to your liking for a special meal.

## **GAMES ROOM**

At our games room “Las Margaritas,” you will find board games as well as ping pong and billiard tables while you enjoy drinks from the bar. Opening hours from 5:30 to 9:00 pm.

## **HORSE RIDING AND CARRIAGE RIDE**

Horseback and carriage rides are available guided around the lake and resort facilities. Request your ride at the stables!

## **MEETING FACILITIES**

Our meeting room can seat up to 60 people. For more information, please contact the Reception.

## **MOUNTAIN BIKES**

Bicycles are available for use within the resort facilities only. Bicycles must be returned to the station after being used.

## **NON-MOTORIZED WATER SPORTS EQUIPMENT**

Kayaks, paddle boards and pedal-boats are available throughout the day for you to use.

## **OUTDOOR JACUZZI AND HEATED SWIMMING POOL WITH LAKE VIEW**

What is more relaxing than enjoying a hydro-massage in our outdoor Jacuzzi overlooking the stunning lake? Unwind and have fun in our heated outdoor swimming pool with adjoining hot tub. Take time to savor the view from a comfortable lounge.

## **PLANT A TREE**

An activity for the whole family, you are invited to plant a tree to reforest the magical woods that surround the resort. You will be invited to name the tree, so that when you return you can see how it has grown and create a special bond between you and the tree. This activity is available from Tuesday through Thursday at 3:00 pm. Sign up at the Reception!

## **POWER WALKS**

Our Power Walk refers to a guided hike to “La Bufa” (a high mountain top), from where you can enjoy breathtaking view of the landscapes. This activity is available from Tuesday through Thursday at 12:00 pm. Sign up at the Reception!

## **STEAM ROOM AND CABIN FOR RELAXING AND THERAPEUTIC MASSAGES**

Enjoy a relaxing massage in our spa facilities as well as our mixed-gender steam room.

## **TENNIS AND BASKETBALL**

A court for tennis and basketball is open to guests. To request balls and rackets, contact the Reception!





## NIGHTTIME ACTIVITIES

**Ask Reception for the activity of the night!**

### **COSMOS NIGHT**

During the cosmos night, we gather to admire the starry sky recognizing different constellations through a telescope.

### **WINE AND FIREPLACE**

A night around the fireplace, enjoying a glass of wine and savoring a selection of exquisite cold meats and cheeses.

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\*Please be aware of the risk involved in undertaking any of these activities, taking responsibility for your actions. The resort is not responsible for accidents that may occur during your stay.



## RESTAURANTS

### **LA TERRAZA RESTAURANT**

Breakfast	8:30 to 11:00 am
Dinner	8:30 to 11:00 pm
Lobby Bar	6:00 to 11:00 pm

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### **LA CAPILLA RESTAURANT**

Lunch	2:30 to 5:00 pm
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# IMPORTANT INFORMATION

For your convenience, here are the telephone extensions you might find of use during your stay:

<b>DEPARTMENT</b>	<b>EXTENSION</b>	<b>SCHEDULE</b>
Reception	0 / 205	8:00 to 11:00 pm
Security gate	219	24 hours
La Terraza Restaurant	214	6:00 to 11:00 pm
La Capilla Restaurant	217	2:30 to 5:00 pm

<b>COTTAGE</b>	<b>EXTENSION</b>
<b>Aguacate</b>	1001
<b>Casa Lago</b>	1028 / 1029 / 1030 1031 / 1032
<b>Encino</b>	1005
<b>Framboyán</b>	1004
<b>Jazmín</b>	1009

<b>COTTAGE</b>	<b>EXTENSION</b>
<b>Lechuguilla</b>	1002
<b>Madroño</b>	1006
<b>Pino</b>	1007
<b>Roble</b>	1008
<b>Zarzamora</b>	1003

<b>SUITE</b>	<b>EXTENSION</b>
<b>Azalia</b>	1027
<b>Anis</b>	1014
<b>Azar</b>	1023
<b>Bugambilia</b>	1018
<b>Capulín</b>	1025
<b>Cedro</b>	1011
<b>Ciruelo</b>	1012
<b>Durazno</b>	1022
<b>Espiga</b>	1019

<b>SUITE</b>	<b>EXTENSION</b>
<b>Fresno</b>	1026
<b>Geranio</b>	1016
<b>Gladiola</b>	1015
<b>Jacaranda</b>	1017
<b>Manzano</b>	1021
<b>Orquídea</b>	1020
<b>Oyamel</b>	1010
<b>Sauce</b>	1013
<b>Tejocote</b>	1024

<b>ULTRA SUITE</b>	<b>EXTENSION</b>
<b>Eucalipto</b>	1033
<b>Camelia</b>	1034
<b>Lirio</b>	1035
<b>Laurel</b>	1038
<b>Magnolia</b>	1040
<b>Clavel</b>	1041

<b>MASTER</b>	<b>EXTENSION</b>
<b>Tulipan</b>	1036
<b>Girasol</b>	1037
<b>Nogal</b>	1039
<b>Gardenia</b>	1042
<b>Hortensia</b>	1043



**Where the abundance of  
nature will inspire you!**

Toll-Free: 855 704 7344

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**[en.sierralagoresort.com](http://en.sierralagoresort.com)**