



# HEALTH & SAFETY GUIDELINES

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**The health and safety of our guests, staff, and the greater community is of our utmost concern. These are the general guidelines we have taken:**

- All staff use personal protective equipment (masks and gloves, when necessary) whenever they are within six feet of anyone
- Guests and staff are encouraged to wash hands regularly, and use hand sanitizer when hand washing is not an option
- Hand washing stations and hand sanitizer are in key areas around the property
- Automatic soap and paper towel dispensers are available throughout the property
- All work areas are regularly cleaned
- Limited numbers of guests are allowed in indoor spaces to allow for social distancing

## **Transportation**

- Ranch Vehicles
  - The number of guests per vehicle limited to 75% capacity
  - Vehicles are sanitized after each use, with a focus on high-touch points
  - Airflow is important – we use AC/Heater and ride with windows down when possible
- Sundance Busses
  - Sundance Bus Service has a rigorous cleaning process that is done before and after each trip
  - 35 guests per bus (one person or couple is allowed per row); window seats are preferable
  - Hand sanitizer is available on busses



## **Life at The Ranch**

- **Check-In**
  - All keys are sanitized
  - Luggage is sanitized upon arrival to The Ranch and brought to guest casitas
- **Admin Building**
  - Acrylics separate guests and staff members
  - Social distancing markers in place
  - Limit occupancy to ten guests total
- **Casitas**
  - Room is thoroughly sanitized using nebulizer before guest's arrival
  - Housekeeping will focus on high-touch points (remote controls, door handles, curtain rods, drawers, etc.)
- **Dining Hall**
  - Sneeze guards protect food
  - Facial coverings must be used while getting food.
- **Spas**
  - Guests will have their temperature checked upon entering all Health Centers.
  - Both guests and staff wear masks during spa treatments
  - Spa and Beauty Salon staff wear gloves during facials, manicures, pedicures, etc.
  - Spas: Jacuzzis (2 at a time). Saunas and infrared require signup (1 at a time, 20 min. max).
- **Gyms, Classes, and Presentations**
  - Guests and staff will keep their masks on when entering and can only remove them once they are settled in their spot and 6 feet away from others.
  - The number of participants is limited to allow for social distancing
  - Guests wear facial coverings for indoor presentations



- Cooking Classes: six guests minimum and ten guests maximum
- Bean-to-Bar Chocolate Classes: three guests minimum and five guests maximum

### **Our expectation for guests**

- All guests will have their temperature checked upon arrival to the airport, border, or property (depending on how you get here)
- Wear facial coverings when in close contact with staff and other guests
- Respect social distancing
- Upon arrival sign a COVID-19 Consent Release and Waiver of Liability Form
- Take Self-Assessment a few days prior to arrival
- Obtain Mexico tourist visa (FMM) form online in advance
- Either provide proof of a negative antigen or PCR COVID-19 test taken within 5-days of arrival OR provide records of being fully vaccinated.\*
- COVID-19 tests are available at The Ranch for an additional fee. We ask guests with symptoms to quarantine in their room until they receive a negative test result.

*\*Note: Guests are considered fully vaccinated two weeks after their second dose in a two-dose series, such as the Pfizer or Moderna vaccines, or two weeks after a single-dose vaccine, such as Johnson & Johnson's Janssen vaccine. (Information taken from the Centers for Disease Control and Prevention website on April 5, 2021.)*

### **Staff Wellness**

- All staff wear masks when they are within six feet of others. When appropriate to their activities, staff also use face shields and/or gloves (i.e. facialist, housekeepers, dining hall staff)
- Proper measures are taken in public areas (i.e. bathrooms, break room, etc.)