



# HEALTH & SAFETY GUIDELINES

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The safety and wellbeing of guests and employees is always Rancho La Puerta's top priority. We are pleased to share that, on average, 95% of our weekly guests are vaccinated. Additionally, 97% of all employees are currently voluntarily vaccinated.

Employees are permitted to come to work only if they are free of symptoms related to COVID-19 and have not been in close contact with anyone showing symptoms in the last 14 days. Before entering the Ranch property, employee's temperatures are checked to ensure good health. Employees also practice the highest cleanliness and safety standards.

## **These are the general guidelines we have taken:**

- Mask wearing is encouraged, especially in enclosed areas where social distancing is difficult to achieve.
- 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

## **Transportation**

- Ranch Vehicles
  - 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
  - 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
- **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
  - Dining hall and Kitchen: Must wear mask when preparing and serving meals.
- **Spas**
  - Staff wear masks during spa treatments
  - Spa and Beauty Salon staff wear gloves during facials, manicures, pedicures, etc.
  - Spas: Jacuzzis (4 at a time). Saunas and infrared require signup (1 at a time, 20 min. max).
- **Gyms, Classes, and Presentations**
  - Mask wearing is encouraged, especially in enclosed areas where social distancing is difficult to achieve.
  - The number of participants is limited to allow for social distancing

## **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)



- Mask wearing is encouraged, especially in enclosed areas where social distancing is difficult to achieve.
- 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
- **All guests** must provide proof of a negative **antigen** COVID-19 test taken within 48-hours of arrival.
- 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.

#### **Staff Wellness**

- All staff are encouraged to wear masks whenever social distancing is not possible.
- SPA's: Must wear mask when performing spa treatments.
- Dining hall and Kitchen: Must wear mask when preparing and serving meals.
- Proper measures are taken in public areas (i.e. bathrooms, break room, etc.)