



# HEALTH & SAFETY GUIDELINES

## Covid-19 Health and Safety Protocol

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At The Ranch, you can relax and unwind, knowing that we have taken care of all the details. We have always been committed to health and safety and have worked closely with a team of medical professionals to ensure we are following current recommendations.

### **Your Health. Our Priority**

The safety and wellbeing of guests and employees is always Rancho La Puerta's top priority. In the majority of cases we have seen, the onset of symptoms is 3 to 5 days after travel. This reiterates the importance of wearing your mask on the day of travel. Keep in mind that airports have travelers from all over the world and the chances of picking up a virus is increased.

### **Our expectation for guests:**

- All guests are advised to self-assess prior to travel and to take a COVID test no more than 24-hours prior to arrival.
- Mask wearing is strongly advised, especially in enclosed areas where social distancing is difficult to achieve such as during your flight, at the airport and riding in shuttles.
- Upon arrival, all guests will sign a COVID-19 Consent Release and Waiver of Liability Form. If you have symptoms, please be prepared to present a negative covid test and wear a mask.
- If you develop symptoms while at The Ranch, contact our First-Aid department for assistance.

### **Stay On-Property Request**

- To further protect staff and guests from potential exposure, we ask that guests remain on the Rancho La Puerta property for the entirety of their stay.



## **Health Protocols**

Rigorous and frequent cleaning, sanitization, and disinfection are performed throughout the entire Ranch. Ultraviolet lights, nebulizers, and ozone machines are also used in select areas.

### **Facial Coverings**

- Mask wearing is strongly advised on property especially in enclosed areas where social distancing is difficult to achieve.

### **Distancing Practices**

- Social distancing is encouraged at all areas of The Ranch.

### **Spa**

- Spa therapists wear facial coverings at all times and will also use gloves and a face shield when necessary.
- All spa tools, linens, and surfaces are sanitized before and after every use.

### **Culinary Safety**

- Dining hall and kitchen staff are required to wear masks when preparing and serving meals.

### **Housekeeping**

- All rooms are thoroughly cleaned, sanitized, and disinfected before each guest's check-in.

## **Staff Wellness**

Our staff are trained on COVID-19 safety measures and received certification on best health practices. Staff exercise increased precautions to protect their wellbeing, the safety of our guests, and the health of the community.

### **Our expectations for staff**

- Mask usage is required when performing spa services, serving, and preparing meals and driving the shuttles.
- All staff are strongly advised to wear masks whenever social distancing is not possible.
- Any staff showing symptoms will be tested for Covid and are required to wear a mask.