



HEALTH & SAFETY GUIDELINES

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, safety goggles, 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

Airport Arrival

- Automatic hand sanitizer stands are at each terminal
- Guests are temperature checked (we regret we cannot allow guests with a temperature of 37.5° C or 99.5° F or greater to our property)
- Staff use hand sanitizer and regularly wash hands after each bus departure

Transportation

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

Note: We have staff on the U.S. side to help facilitate border crossing. U.S. staff guide guests to the border where our drivers will meet them at the immigration office to help with the crossing process.



Life at The Ranch

- **Check-In**
 - All keys are sanitized and handed to guest directly
 - Luggage is sanitized upon arrival to The Ranch and brought to guest casitas
- **Admin Building**
 - Entrance/exit is divided so there is one way in and one way out
 - Acrylics separate guests and staff members
 - Computers are spaced out to allow for social distancing
 - Social distancing markers in place
 - Limit occupancy to eight guests total
- **Casitas**
 - Guests fill out a form pre-arrival to specify preferences:
 - Cleaning service requests
 - Food and beverage requests
 - 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.)
 - Sign is placed on door once room is sanitized and ready for use
- **Dining Hall**
 - Entrance/exit is divided so there is one way in and one way out
 - The self-serve buffet is discontinued and some of the foods are pre-plated
 - Sneeze guards protect food
 - Facial coverings are not used while eating
 - Tables are spaced out and have a limited number of chairs
 - "Dining groups" consist of 10-12 guests, who eat with the same group of people throughout the stay
- **Spas**
 - Guests receive temperatures checks upon arrival
 - Both guests and staff wear masks during spa treatments
 - Spa and Beauty Salon staff wear gloves during facials, manicures, pedicures, etc.
 - Treatment times are adjusted to reflect a 30-minute window in between treatments in order to sanitize the rooms
 - Sign-up required for jacuzzies and saunas; steam rooms are temporarily discontinued
 - Fruit and drinks are no longer provided
 - Robes and spa slippers are inside lockers, ready for use



- All products on spa counters have been removed and are available upon request
- **Gyms, Classes, and Presentations**
 - Class times are adjusted to reflect a 30-minute window in between classes in order to sanitize
 - Weather permitting, some classes will be performed outdoors
 - 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

- Wear facial coverings when in close contact with staff and other guests
- Respect social distancing
- Sign COVID-19 Consent Release and Waiver of Liability Form
- Take Self-Assessment a few days prior to arrival
- Fill out a “Preferences” pre-arrival form
 - Cleaning service requests
 - Food and beverage requests
- Obtain Mexico tourist visa (FMM) form online in advance

Staff Wellness

- All employees receive temperatures checks upon arrival
- Business hours are adjusted to avoid too many people arriving/departing at the same time
- Staff encouraged to stay home if they feel sick or anyone in their immediate family is sick
- Proper measures are taken in public areas (i.e. bathrooms, break room, etc.)
- Limited number of staff on property