



## **SKY RANCH LODGE**

### **COVID-19 TRAVEL INFORMATION**

We are closely monitoring the guidance from the State of Arizona, Centers for Disease Control and Prevention and World Health Organization's statements regarding the novel coronavirus (COVID-19) cases and following guidelines and recommendations from these agencies and the local health departments.

The wellbeing of our guest and associates is of paramount importance.

#### **Our Cancellation Policy:**

In response to changing marketplace conditions, Sky Ranch Lodge is committed to ensuring our guests experience flexibility during these challenging times.

We are implementing the following policies:

For guests with existing reservations for any future arrival date, including reservations with advance deposits that are typically more restrictive, we will allow full changes or cancellation without a charge up to 48 hours prior to arrival, as long as the change or cancellation is made by June 30, 2020. Please note the following exception: If a deposit has been paid for an existing reservation, we will credit you the full amount to redeem with your next stay until March 31, 2021. If you are unable to schedule a new reservation, we will refund you as of April 1, 2021. Please note that any changes to existing reservations will be subject to availability and any rates differences.

For guests making new reservation for any future arrival date, including reservations with pre-paid advance deposits, between today and June 30, 2020, we will allow the reservation to be changed or cancelled at no charge up to 48 hours before your scheduled arrival date. (Some exclusions may apply. May exclude periods with special event restrictions or peak demand weeks). Please note the following exception: Should there be a need to cancel a reservation after June 2020, we will credit you the full amount of your advance deposit to redeem with your next stay until March 31, 2021. If you are unable to schedule a new reservation, we will refund you as of April 1, 2021. Please note that changes to the reservation will be subject to availability and rate differences.

Please note that this policy does not apply to travel associated with a Group booking. For guests with Group reservations, please contact one of our reservation specialists to discuss your options.

## **How Sky Ranch Lodge has adapted Duty of Care policies for the coronavirus pandemic.**

Sky Ranch Lodge is currently open. Upon your arrival we have implemented curbside check-in only beginning May 15, 2020 until further notice. All guests will be given a temperature check at check-in. Any guest with a higher than normal temperature will need to have additional screening or consultation with a doctor. All guest amenities will be provided "on-demand" during your check-in process. All of the rooms at Sky Ranch Lodge have separate entrance, where you will park directly in front of your room or directly behind your room depending on your location, for safe entry.

Additionally, due to the current situation with coronavirus, Sky Ranch Lodge is implementing new processes to protect the safety of our guests and team members. This may result in a reduction in certain services and amenities that are normally available.

### **Cleaning Regiment Changes:**

Sky Ranch Lodge has increased its detailed cleaning practices. Cleaning and the sanitizing of all high touch areas every hour. We are following the CDC guidelines for cleaning and disinfecting all surfaces in the public areas and rooms including keys, public area computers, handrails, door handles, locks and latches, light switches, desk surfaces, telephones, television remotes controls and bathroom fixture handles. We are using UV lights specifically designed to eliminate viruses and bacteria. All amenities will be "low-touch" We will not be providing pens, notepads, magazines or newspapers in the rooms or any other bathroom amenities that can accidentally be contaminated until further notice. All amenities will be provided "On-demand".

For the further protection of our guests and housekeeping staff during your stay over we will not be performing daily housekeeping services in your room. We will provide additional towels or amenities upon request and ask you to place your trash bags outside your room for removal.

We are also taking extra precautions on room assignments, keeping space between guests, and rotating assigned rooms to allow 2 days and extensive cleaning with UV lights and disinfectant specifically designed by Eco-lab to eliminate viruses and bacteria. We have initiated plans to roll out enhanced hand sanitizing stations and disinfecting wipes in each room and all public areas. All bed linens, towels, bed scarves and decorative pillow will be washed with Eco-lab disinfecting laundry detergent.

### **Pool and Spa:**

Our pool and spa will be available to our SRL guests on May 15, 2020. Due to the virus, we are enforcing guest hygiene practices. All guest will be required to shower prior to entering the pools and spa area. Any guest who is sick is forbidden to use these facilities. We will take extra care to maintain social distance. We will test the water in the pool and spa consistently to meet the safety standard and an acceptable balance between the salt water and chlorine levels. Appropriately treated water will provide the adequate disinfectant to neutralize the virus.