



## CARMEL VALLEY RANCH

We are excited to welcome you back to Carmel Valley Ranch! Our focus has always centered around play, and we want to assure you that the safety, health, and trust of our guests and team members is a part of our ethos as well—in every aspect of the experience at our 500-acre playground.

Our procedures, services, and guest programming will continue to be guided by the recommendations of the CDC and local government authorities. We also are following protocols for Global Biorisk Advisory Council certification.

Below are further details about what you can count on as you journey back to The Ranch.

### GUEST EXPERIENCE

- To make your stay as carefree as possible, Carmel Valley Ranch bookings will include the following:
  - Contact-free options available for check-in/check-out, to request items to be delivered to guest suites, and to schedule cleaning services.
  - Direct text communications with our Guest Services Team to assist with any request or need.
  - Dining options in various areas throughout the property, all in accordance with social distancing measures.
  - Complimentary and Signature Activity options.
  - Assistance from the Concierge/Guest Services Team in planning your stay—email [guestservices@carmelvalleyranch.com](mailto:guestservices@carmelvalleyranch.com).

*To maximize guest and team member safety, and to minimize the impact of capacity restraints on our ability to accommodate requests, we kindly request that you work with our Guest Services Team to schedule meal reservations and activities in advance of your stay.*

### PUBLIC SPACES

- Carmel Valley Ranch has been deep cleaned and sanitized with hospital-grade disinfectant.
- Hand sanitizer stations are prominently placed throughout hotel public spaces, at entrances, and in employee areas.
- Our staff has increased the frequency of cleaning and disinfecting in all of our public spaces, with an emphasis on disinfecting protocols focused on “high-touch” areas. These include door handles, public bathrooms, reception areas, restaurants, and lobby furnishings/hard surfaces and golf facilities.
- Social distancing measures have been established in public areas that offer seating, such as restaurants and pool decks; all are configured for a minimum of six feet between each couple or family.
- The Monterey County Health Department has mandated that face masks must be worn while out in public. To ensure safety for guests and team members, all guests will be wearing masks and all employees will be wearing masks and other appropriate equipment. (We’re still wearing our smiles, too—you just might have to look a little more closely to see them!)
- Disposable masks and gloves are available upon request.

## CONTACT-FREE ARRIVALS AND DEPARTURES

- The World of Hyatt App provides mobile entry; we encourage you to download this free app in advance of your arrival.
- Depending on your preference, check-in and orientation now have contact-free options. Traditional check-in is available as well, with proper distancing requirements in place.
- Resort information will be available on the in-suite television.
- Check-out will be available through the in-suite television, the World of Hyatt App, or via text message.
- Valet service will be temporarily suspended. Self-parking is available.
- Assistance with luggage is available; our staff will follow enhanced hygiene protocols.
- Please contact us via text at 831-278-4381 prior to your arrival with any questions.

## HOUSEKEEPING / IN-SUITE

- We understand that you have your own preferences regarding safety. Housekeeping service is offered on request during your stay. If you prefer daily guestroom housekeeping services, please let our front desk team know.
- Our housekeepers wear protective equipment and change items such as gloves before entering each suite.
- Suites will be thoroughly cleaned and disinfected between guest departures and arrivals. Whenever possible, rooms will be left vacant for 48 hours before the next guest checks in.
- We have established new contact-free communications enhancements, including our “mobile key” via your smart phone and text options for any requests.
- All of our cottage-style guest suites, and the majority of our studios, are accessed via open-air pathways. We don't have a single guest elevator on our 500-acre property. Additionally, all guest suites and studios have individual heating and cooling systems that are not connected with adjacent suites.
- The Ranch has enhanced food safety and hygiene protocols for room service; our in-room dining experience will be contact-free, with environmentally friendly packaging.

## DINING

- Valley Kitchen will feature a spacious new seating plan with fewer tables to ensure guest comfort, safety, and well-being.
- On-property dining opportunities include in-room and Valley Kitchen.
- While we always follow best practices, we have enhanced food safety and hygiene protocols for our restaurant and poolside service. This includes increased frequency of cleaning all high-touch surfaces with hospital-grade disinfectants.
- Guests can enjoy cheese tastings, wine tastings, and homemade ice cream during scheduled times. These events are limited to six guests at a time and will adhere to CDC guidelines and Monterey County Health Department rules for gatherings.

## ACTIVITIES

- Our outdoor activities for all ages, such as bee experiences and chicken chats, will be available individually or for groups up to six people to practice safe social distancing.
- Please visit [carmelvalleyranch.com/play-for-all-ages/activity-calendar](https://carmelvalleyranch.com/play-for-all-ages/activity-calendar) for the current activities calendar and more information about each experience.
- Ranch Hands Kids Camp and childcare services are temporarily unavailable. However, we offer special rates for guests who require an additional room for their nanny or other childcare provider.

## WELLNESS & GOLF

- Our Pete Dye-designed 18-hole golf course is open and accepting bookings. Guests can call 831-620-6406 or visit <https://go.teeitup.com/17474> to reserve a tee time.
- Outdoor yoga classes are available with limited spaces to meet social distancing protocols.
- Out of an abundance of caution, and in an effort to care for our guests and colleagues, Carmel Valley Ranch has temporarily suspended operations at Spa Aiyana as well as access to wet and dry saunas, locker rooms and steam room facilities.

## HYATT'S COMMITMENT TO SAFETY

Carmel Valley Ranch is instituting Hyatt's Global Care & Cleanliness Commitment to further enhance our operational guidance and resources around guest safety and peace of mind. Driven by Hyatt's purpose and experience delivering world-class hospitality for more than 60 years, this commitment includes three critically important initiatives:

- An accreditation process by the Global Biorisk Advisory Council (GBAC) at all hotels around the world.
- New colleague training and support resources, with at least one person at every Hyatt hotel trained as Hygiene Manager.
- A cross-functional working group of medical experts and industry professionals that will contribute to various aspects of the hotel experience.

To learn more about Hyatt's Global Care and Cleanliness Commitment, please visit <https://www.hyatt.com/info/global-care-and-cleanliness-commitment>.

For additional questions, please contact our Reservations Team.