



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.

We have earned Global Biorisk Advisory Council® STAR™ Accreditation, the gold standard for facilities such as ours. It means we follow stringent protocols for cleaning, disinfection, and infectious disease prevention. Our procedures, services, and guest programming also incorporate recommendations from the CDC and local government authorities.

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.

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 team has increased the frequency of cleaning of our public spaces, and we are using advanced EMist electrostatic sprayers for disinfection. Special emphasis is placed on “high-touch” areas, including door handles, public bathrooms, reception areas, restaurants, 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 & 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 features enhanced hygiene protocols, such as bagging all keys. Self-parking is also 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, or to simply opt in to receive text communications from us.

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 with EMist electrostatic sprayers between guest departures and arrivals.
- 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

- On-property dining opportunities include in-suite and at Valley Kitchen, which has expanded outdoor seating and now can offer indoor dining at limited capacity. Please note that each party is limited to six people. If you wish to dine either indoors or out at Valley Kitchen, we strongly encourage you to make a reservation in advance.
- The Market features expanded outdoor seating as well as limited indoor seating. We also have new to-go offerings for in-suite dining, picnics, and more.
- We will make every effort to accommodate all requests; however, we cannot guarantee that specific dining reservations will be honored due to seating limitations.
- 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 and EMist electrostatic sprayers.

ACTIVITIES

- Guests can enjoy activities such as cheese tastings during scheduled times. These events are limited in size and will adhere to CDC guidelines and Monterey County Health Department rules for gatherings.
- Our outdoor activities, such as bee experiences and archery, will be available individually or for small groups to practice safe social distancing.

- Please visit carmelvalleyranch.com/play-for-all-ages/activity-calendar for the current activities calendar and more information about each experience.
- Ranch Hands Kids Camp has been modified to an outdoor-only program for school-age children. Our program for toddlers is temporarily unavailable. However, we offer special rates for guests who require an additional room for their nanny or other childcare provider.
- All pools are open.
 - Lodge Pool—ages 16+
 - River Ranch Flex Pool—ages 16+
 - River Ranch Family Pool—all ages

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.

WELLNESS & FITNESS

- Our fitness center is open for both indoor and outdoor activities. Please note that capacity is limited, and all access is by appointment only. For indoor activities, face masks are required.
- All fitness classes are available outdoors and include barre, cycle, water aerobics, and yoga. Please visit the online activity calendar for a full listing of monthly offerings. All classes require a reservation and have limited availability in order to adhere to social distance requirements.
- Lap lanes are available for reservations from 5:30-11:00 a.m. Lanes are available on a first-come, first-served basis between 11:00 a.m. and 8:00 p.m. Due to social distancing guidelines, all lap lanes are single occupancy.
- The Lodge and River Ranch pools and hot tubs are open and available with maximum occupancy regulations that adhere to social distancing guidelines.
- Spa Aiyana is open and scheduling appointments. To view current offers, please view our spa menu on the website: <https://www.carmelvalleyranch.com/spa-and-wellness/spa-services>
- As part of Hyatt's Global Care & Cleanliness Commitment, Spa Aiyana has increased the frequency of cleaning and disinfecting of all spa areas. All treatment rooms, waiting areas and locker rooms include professional grade HEPA filters.
- All service providers have completed COVID-19 safety training and a Barbicide compliance training.
- Face masks are mandated by the Monterey County Health Department and are to be worn while in the spa. During your treatment, your provider will wear a mask and use a facial guardian to align with safety protocols.
- The Spa Aiyana boutique and nail salon has plexiglass barriers to ensure proper protection for staff and guests.
- Locker rooms are available to guests and members with a service appointment. Guests will be assigned a locker with a plush robe, slippers, and a Spa Aiyana care package.
- Showers will be assigned by a spa host and cleaned and disinfected after each use.
- Per the Monterey County Health Department, steam rooms are unavailable at this time.
- The spa lounge adheres to social distancing guidelines and masks are required.

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.