



COVID-19 Update and Travel Information

Currently, Vermejo is closed until April 10th, 2020, Sierra Grande and Ladder are operating at a reduced capacity, however the Spa and Restaurant at Sierra Grande are closed until April 10th, and we are taking additional safety measures due to COVID -19. Please call our reservations team at 1-866-288-7637 for any questions and updates.

At Ted Turner Reserves, we are closely monitoring the information coming from the [Centers for Disease Control and Prevention](#) and the [World Health Organization](#) with regard to the changing conditions surrounding the coronavirus (COVID-19), and we are following their recommendations.

As always, we are doing our best to serve our community, connect people with nature and follow the leadership of Ted Turner's vision.

We will continue to provide updates to our operations, policies and procedures as they become available.

Cancellation Policy – Effective March 11, 2020 until further notice

Vermejo, a Ted Turner Reserve has updated its cancellation policy to allow guests whose travel plans have been affected by COVID-19 to feel more comfortable in making a reservation with us.

Confirmed reservations may cancel their current bookings up to 48 hours before their arrival and have 100% of their deposit amount applied toward a future reservation to be booked anytime between now and December 31, 2021 with no fees whatsoever.

In the event that a guest cannot reschedule their stay, they may cancel any reservation for travel between now and July 1, 2020 with no cancellation fee. Reservations for stays between July 2 and December 31, 2020 may still be cancelled up to 48 hours prior to arrival with a cancellation fee of 10% of the total reservation cost.

Ted Turner Reserves wants to allow our guests extra flexibility to be able to make travel plans that they are comfortable with in the face of the uncertainty coronavirus is causing in our world.



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In the event that one of our properties has to close for a period of time, all guest monies will be refunded in their entirety during that time.



Ted Turner Reserves Staff

Ted Turner Reserves Staff members are following strict protocols to keep themselves, other staff members and guests healthy.

Effective immediately, new employees beginning work will be asked the following questions before prior to their start:

- Are you having flu-like symptoms, such as fever, cough, or shortness of breath?
- In the last 14 days have you traveled to a high-risk area for transmission of COVID-19?
- Have you been in close contact with someone who is confirmed or is being evaluated for COVID-19?

If they answer “yes” to any of the above question, they will be instructed to not show up on property, and their start date will be postponed until they have passed the self-quarantine period recommended by the CDC.

Current employees

- Will not report to work if they have been exposed to someone known to have COVID-19 or have traveled to a place with a Level 3 Travel Health Notice (as designated by the CDC). They will remain at home for 14 days from the time of exposure to the infected individual or area.
- Will not report to work if they are experiencing the following: Fever, Cough, Sore Throat, Mild to Severe Respiratory Illness.
- Will provide medical documentation showing when you can return to work.

Guests of Ted Turner Reserves

We are reducing guest counts in our dining and lounge areas and on property in general to provide even greater ability for social distancing for our guests and staff.

Effective March 14th and until further notice, Ted Turner Reserves will begin asking incoming guests the following questions during their reservation confirmation process 48 hours before arrival or upon arrival when other contact is not possible.

- Are you having flu-like symptoms, such as fever, cough, or shortness of breath?



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- In the last 14 days have you traveled to a high-risk area for transmission of COVID-19?
- Have you been in close contact with someone who is confirmed or is being evaluated for COVID-19?

If they answer “yes” to any of the above questions, they will be asked to not show up on property and to postpone their visit with us until they have passed the self-quarantine period recommended by the CDC.

If a Ted Turner Reserves guest shows flu-like symptoms while on property, they will be asked to leave or be quarantined to their accommodation until arrangements can be made to for their safe evacuation. These guests will not be allowed to remain in or enter public areas.

Our Commitment to Cleanliness:

We take standards for hygiene and cleanliness very seriously and are taking additional steps to ensure the safety of our guests and employees. On a daily basis, we are working to ensure that we meet the latest guidance on hygiene and cleaning. Our current health and safety measures are designed to address a broad spectrum of viruses, including COVID-19, and include everything from handwashing hygiene and cleaning product specifications to guest room and common area cleaning procedures.

Some additional steps Ted Turner Reserves is taking include:

Employee Health, Safety and Knowledge: Ted Turner Reserves associates, and their health, safety and knowledge are essential to an effective cleaning program. Here are some ways we’re supporting them:

- Hand Hygiene: Proper and frequent handwashing is vital to help combat the spread of viruses. In our daily meetings, our teams are reminded:
 - Wash hands frequently with soap and water for at least 20 seconds. If soap and water isn’t available, use hand sanitizer that contains at least 60% alcohol.
 - Cover your mouth with tissue when coughing or sneezing (or an elbow or shoulder if no tissue is available).
 - Discard tissues immediately after use.
 - Avoid touching your eyes, nose, and mouth.
 - Stay home when you are sick.
 - Avoid contact with sick individuals.
- Ongoing Training: In addition to training on housekeeping and hygiene protocols, employees are also completing enhanced COVID-19 awareness training.

Cleaning Products and Protocols: Our team is using cleaning products and protocols which are effective against viruses, including:



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- Guest Rooms: Ted Turner Reserves uses cleaning and disinfecting protocols to clean rooms after guests depart and before the next guest arrives, with particular attention paid to high-touch items.
- Public Spaces: Our properties have increased the frequency of cleaning and disinfecting in public spaces, with a focus on the counter at the front desk, vehicles guests ride in, door handles, public bathrooms and even room keys.
- Back of House: In the spaces where associates work “behind the scenes,” we are increasing the frequency of cleaning and focusing on high-touch areas like associate entrances, employee dining.

We are happy to talk with you further about any questions you may have about Ted Turner Reserves.