



# KEEPING YOU SAFE

## Health and Safety Protocols for 2020

First, we want to wish you and your family health, safety and peace.

Next, we are excited to welcome you to Vermejo! With hundreds of acres to explore, social distancing has always been one of Vermejo's charms. Currently, we are operating at even lower guest counts because your safety and well-being is our highest priority.

We've adapted our operations to incorporate new health and safety guidelines to help protect our guests, staff and community in the wake of COVID-19. These are some of the precautions we are taking:

### SOCIAL DISTANCING AND FACE COVERINGS

- In places where we are indoors and within six feet of others, you will notice that our staff will be wearing face coverings during your stay. This includes, guest reception, the retail store and main lodge dining room.
- Per the New Mexico State health order, we are also required to ask our guests to wear face coverings when in these same areas. To make things easier, for our guests we have a supply of face coverings that we can provide to you if you do not have your own.
- We'll use social distancing as our first priority to keep our guests and staff safe. As much as possible our staff have been instructed to maintain a minimum of six feet of space between each other and our guests.



## RESERVATIONS

- We have updated our **cancellation policy** to allow guests whose travel plans have been affected by COVID-19 to feel more comfortable making a reservation with us. Confirmed reservations may postpone or cancel their current bookings up to 48 hours before their arrival and have 100% of their deposit amount applied toward a future reservation or refunded, until further notice.
- 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.
- Prior to traveling to Vermejo, guests will be asked questions about their current health and recent travel.
- The State of New Mexico has travel restrictions in place that vary state-by state. You can learn more about these restrictions here: <https://cv.nmhealth.org/travel-recommendations/>
- If you are required to self-quarantine, you can do this at Vermejo. Our understanding of this order is that the State is asking travelers to come directly to their place of lodging, (Vermejo) and remain here during their time in New Mexico and avoid coming and going from the property.

## FRONT DESK

- A member of the Front Desk team will greet you on the driveway and show you your accommodation on arrival. They will respect social distancing and wear a facemask.
- We will provide you with texting, messaging, and calling options to contact the front desk to minimize groups gathering there.
- We are asking our guests to use our texting option as the primary way to communicate with us during your stay. We feel like this is one of the best and easiest ways to help us social distance.

## ACTIVITIES

- Our self-guided activities have been enhanced with added signage and maps to make them easier than ever to access.
- Our vehicles are equipped with protective plexiglass shields which allow guests to ride in safety in the back seat while their guide drives in the front.
- You may also go on a guided activity in an open-air UTV or with your guide leading you from a separate vehicle.
- With any of these options, guides will be wearing facemasks and maintaining a safe 6' distance from guests.
- Activities equipment and vehicles are being sanitized after each use.



## **DINING, RETAIL and OTHER COMMON AREAS**

- When guests come and go from the main lodge area the State of New Mexico is requiring us to ask guests wear a face covering unless seated at a dining table. We have added signs to the lodge doors and other common areas where masks are required.
- We are excited that we are now allowed to offer limited dining room seating, with six or fewer guests per table, at least 6' social distancing between tables and servers wearing facemasks.
- We are also offering guest dining outdoors with six or fewer guests per table. We've added additional patio heaters and sunshades to ensure your comfort while dining. We are so thankful that we have a beautiful veranda at the main lodge to host our guests.
- We are offering dinner reservations each night to help ensure social distancing.
- We also have a variety of in-room and private dining options for you to choose from.
- Any time an employee enters a guest accommodation, to deliver food, housekeeping services or for a maintenance concern we wear a facemask and sanitize everything we touch before we depart your room.
- The bar and lounge remain closed, but guests may order drinks delivered to their table.
- The Company Store is open with a limit of 5 guests per visit, all from the same party.

## **HOUSEKEEPING**

- Daily or periodic housekeeping service is available upon request. Just let your Ranch Ambassador or Guest Service Agent know your preference.
- Currently, daily housekeeping services are only provided upon guests request. We are happy to drop additional linens and towels at your door as needed.
- All rooms are being cleaned and sanitized with CDC recommended disinfectants with special attention to high-touch areas like doorknobs, light switches, and faucets.
- Throw pillows have been removed and all soft coverings including comforters are being laundered after each guest stay.
- All public areas are cleaned and disinfected after each use.
- Hand sanitizer is available for guest use in public areas.

Please call us at 575-445-3097 or text us at 505-398-6177 or email [reservations@vermejo.com](mailto:reservations@vermejo.com) with any questions you may have.