



KEEPING YOU SAFE

Health and Safety Protocols for 2020

First, we want to wish you and your family health, safety and peace in these troubled times.

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:

RESERVATIONS

- We have amended our **cancellation policy** to allow added flexibility due to the COVID-19 pandemic. Guests with reservations with an arrival date between now and March 31, 2021, having been affected by COVID-19 and requesting to postpone or cancel their current bookings may do so up to 48 hours before their arrival and have 100% of their deposit amount applied toward a future reservation or refunded.
- 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/>

(Updated 11/16/2020)



- 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 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

- Only self-guided activities are available.
- Our self-guided activities have been enhanced with added signage and maps to make them easier than ever to access.
- We are providing vehicles as needed, for guests to tour the property on their own.
- Activities equipment and vehicles are being sanitized after each use.
- Vermejo Spa is closed.

DINING & RETAIL

- Our dining room is currently closed; however, we have a variety of in-room dining and private dining options for you to choose from.
- Any time an employee has to enter a guest's accommodation, to deliver food, housekeeping or for a maintenance concern we will always wear a facemask and sanitize everything we touch before we depart your room.
- The bar and lounge are closed for now, however you may bring drinks to enjoy during your visit.
- The Company Store is open for a virtual shopping experience during limited hours to guests of Vermejo.

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 email reservations@vermejo.com with any questions you may have.