



# KEEPING YOU SAFE

## Health and Safety Protocols for 2021

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:

### 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 amended our **cancellation policy** to allow added flexibility due to the COVID-19 pandemic. Guests with reservations with an arrival date between now and May 1, 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.
- The State of New Mexico has travel restrictions in place that vary county-by county. You can learn more about these restrictions here: <https://cv.nmhealth.org/travel-recommendations/>

## 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.

## ACTIVITIES

- Our self-guided activities have been enhanced with added signage and maps to make them easier than ever to access.
- We have a variety of options available for traveling with your guide or driver.
  - All vehicles are equipped with a protective plexiglass shield allowing guests to ride in safety in the back seat while their guide drives in the front. Guests have the option of riding in a vehicle with or without its plexiglass shield.
  - You may also go on a guided activity in an open-air UTV or with your guide leading you from a separate vehicle. Please let your Reserve Ambassador know what your preference is when booking your activities.
  - With any of these options, guides will be wearing facemasks and maintaining a 6' distance from guests.
- Activities equipment and vehicles are being sanitized after each use.

## DINING & RETAIL

- When guests come and go from the main lodge area the State of New Mexico requires 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.



# VERMEJO

A TED TURNER RESERVE

- The lodge dining room is open at a limited occupancy with tables spaced more than 6' apart and a limit of 6 guests per table. There is also seating available on the veranda for an open-air dining experience subject to weather. We've installed heaters and sunshades to make the veranda dining experience even more comfortable.
- 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 in the Lounge is open! You may walk up to the bar and a bartender will assist you. You may also purchase packaged beer, wine and liquor from Vermejo, or bring your own alcoholic beverages to enjoy in your accommodation.
- The Company Store is now open, with mask-wearing and social distancing protocols in place.

## HOUSEKEEPING

- We have resumed daily housekeeping service. Should you prefer housekeeping only enter for trash removal and towel refreshing please inform your Reserve Ambassador.
- All rooms are being cleaned and sanitized with CDC recommended disinfectants with special attention to high-touch areas like doorknobs, light switches, and faucets.
- All comforters and bed linens are laundered after every 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](mailto:reservations@vermejo.com) with any questions you may have.