



SIERRA GRANDE

A TED TURNER RETREAT



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.

Currently, Sierra Grande Lodge and Spa and The Ladder Ranch Main House are open and operating at full guest capacities according to New Mexico state guidelines. We are ready and excited to welcome you and your family for a relaxing visit.

The Restaurant at Sierra Grande is however closed until further notice.

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



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SOCIAL DISTANCING

- Per the current New Mexico State health order, we are requiring our guests and staff to wear masks in all public areas regardless of vaccination status.
- We ask that social distancing be observed by guests and staff when in public areas

RESERVATIONS

- We have updated our **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 24 hours before their arrival without penalty, until further notice.

FRONT DESK

- Your arrival paperwork and payment will take place at the front desk upon arrival.
- A member of the Front Desk team will direct you to your accommodation and assist with any luggage if needed.

ACTIVITIES

- Conservation tours on the Ladder and Armendaris Ranches are available
- Private 30-minute soaks are available for all overnight guests of the lodge. The soaking tubs are drained, cleaned and sanitized after every use.
- Spa treatments are available by appointment

DINING

- The Restaurant and Bar at Sierra Grande will remain closed until further notice.
- We are offering a Continental breakfast menu served daily from 7 am – 10 am
- A list of local restaurants offering in-dining, to-go and delivery is placed in each room.

HOUSEKEEPING

- We offer daily housekeeping services unless otherwise requested. A staff member can provide you with fresh towels, robes, or empty trash.
- All rooms will be cleaned and sanitized with CDC recommended disinfectants with special attention to high-touch areas like doorknobs, light switches, and faucets.
- All soft coverings including comforters will be laundered after each guest stay.
- All public areas will be cleaned and disinfected.
- Hand sanitizer, disposable masks and gloves are available for guest use in public areas.

Please call us at 575-897-6976 or email info@sierragrandelodge.com with any questions you may have.