



## WELL-BEING EFFORTS

Bernardus Lodge & Spa is fortunate to have an expansive, natural, private setting surrounded by the beautiful Santa Lucia Mountains. With our legendary 300+ days of Carmel Valley sunshine and our spacious 26 acres, we offer a wide array of outdoor activities for the enjoyment of our guests.

### **General Resort Information:**

- All team members have completed extensive health and safety training related to our enhanced wellness standards.
- The property has been and will continuously be deep cleaned and sanitized. We are maintaining an enhanced cleaning schedule with frequent sanitation protocols to ensure a safe and comfortable environment for our guests and team.
- The health of our team members is being carefully monitored. Any team member that has any reason to believe they may have been exposed to COVID-19 or the flu, or are showing symptoms of either, has access to a special paid time off program.
- In accordance with local regulations, it is recommended that all unvaccinated guests wear a mask while indoors in public spaces of the hotel.
- Disposable masks are available upon request.
- Hand sanitizer stations are located throughout the resort, and sanitizing wipes are available upon request.
- There are no elevators or enclosed corridors on property. All guest rooms entries are outside and private.

### **Arrivals and Departures:**

- If requested, check-in can be expedited to accommodate minimal contact, and our guest services team may be reached by phone at any time for additional assistance.
- If requested, guests will receive a final bill via email after departure, so it will not be necessary to visit the front desk to complete your check-out.
- Valet service is available.
- Bell service is available.
- Room escorts and property tours will continue.

**Housekeeping:**

We want to provide you the highest level of service and attention, but we understand if you prefer to limit team members from entering your room. To accommodate personal preferences please advise our concierge team at check in. Do Not Disturb signs will always be respected.

**Public Spaces:**

- The frequency of cleaning and sanitizing has been increased in all public spaces with an emphasis on frequent contact surfaces including but not limited to, front desk counters, door handles, lobby restrooms, room keys, stair handrails, dining surfaces and seating areas.
- Ionizer air purifiers have been installed in all public spaces.

**Lucia Restaurant & Bar:**

- Reservations are highly encouraged and can be made directly through our reservation and guest services teams, or online via OpenTable. Lucia is available daily for breakfast, lunch, and dinner.
- While we are always diligent in maintain health and sanitation codes, surfaces will be sanitized with increased regularity.

**In Room Dining:**

- Room service is available daily from 7:00am-10:00pm.

**Pools & Hot Tubs:**

- Our pool, hot tub and adults-only jacuzzi are open daily from 7:30am to 10:00pm.
- Pool towels are provided.

**Tennis, Croquet & Bocce**

- Our two (2) tennis courts are open for play. Rackets and balls can be obtained from the Spa.
- Our croquet and bocce lawn is open and set for play.

**Spa & Fitness Room:**

- Our spa and boutique are open daily from 9:30am-5:00pm. Spa services are by appointment only. Our modified menu of treatments has been designed with your safety in mind.
- Our fitness facility is available 24-hours a day.

**Mercedes Drive Program:**

- Our fleet of vehicles are available complimentary on a first come, first served basis for up to four hours and are sanitized after each guests' use.

## **Meetings & Events:**

Bernardus Lodge & Spa offers a stunning backdrop for meetings, weddings, and a variety of social events and offers an abundance of gorgeous outdoor space.

- All meeting spaces offer natural light with windows and/or doors that open to the outside. Our two main meeting rooms are free standing buildings with no shared walls.
- All meals can be accommodated in private indoor or outdoor spaces.
- Ionizer air purifiers have been installed in all meeting spaces.
- Additional modifications will be made based on current guidelines.

Please contact our guest services team with any questions.

All procedures and adapted programming are subject to change based on guidance from the CDC and applicable governmental authorities.