



## 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 have a wide array of outdoor activities available to provide an opportunity for both enjoyment and social distancing for our resort guests. Of note, select amenities and activities may be adjusted to ensure we are adhering to physical distancing and health and safety guidelines.

### 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.
- Team members are required to wear masks throughout the resort. Depending on their roles and responsibility, other personal protective equipment may also be required. Staff has been trained on the proper use and disposal of all PPE.
- In accordance with local regulations, all guests are required to wear a mask when in indoor public spaces of the hotel.
- Disposable masks are available upon request.
- The lobby, restaurant host station, retail areas and anywhere guests' gather will be clearly marked for social distancing.
- 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:**

- Arrivals will be physically spaced out to allow for individualized guest check-in and protective glass has been installed. Check-in will be expedited to accommodate minimal contact, and our guest services team may be reached by phone at any time for additional assistance.
- 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, however staff will not open car doors. Valet staff will sanitize door handles, steering wheels, shift levers and keys. Staff will wear face masks while operating vehicles.
- Guests requesting bell service will be assisted with luggage and the bell cart will be sanitized after each guest.
- Room escorts and property tours will continue while maintaining social distancing.

## **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, we are offering options for housekeeping services which will be confirmed with you at check-in:

- Housekeeping Daily Service: The classic Bernardus standard, for those guests who prefer daily make-up and evening turndown service.
- Housekeeping Limited Service: Our team will access your room once daily to provide make-up service only. Evening turndown service will not be provided.
- Housekeeping No Service: We understand some of you may not want to share your space with others once you arrive, so we will stock your room appropriately for your stay. Upon arrival, we will discuss options for additional requests and linen exchanges.
- Housekeeping will not clean rooms while guests are present; attendants will offer to return at an alternate time for occupied rooms.
- 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.
- Doors in communal areas will be kept open as much as possible, weather permitting, to allow for ventilation.
- All reusable printed collateral has been removed from public spaces. Newspapers, magazines, brochures, maps, and other printed information will be available upon request.

### **Lucia Restaurant & Bar:**

- At this time, we are asking guests to make a dining reservation for all meals. Reservations can be made directly through our reservation and guest services teams, or online via OpenTable. Lucia is available daily for breakfast, lunch, and dinner.
- To ensure a pleasant and safe dining experience, our table spacing has been adjusted to allow for six feet between tables. Guests will be seated at every other booth for those areas where tables cannot be moved. We will also be offering outdoor seating options with six foot spacing.
- Guests will be asked to wear a face mask while walking through any of our dining spaces. Masks may be removed when seated at your table.
- Menus will be disposed of after each use.
- While we are always diligent in maintaining health and sanitation codes, surfaces will be sanitized with increased regularity.
- Guests of one family or those requesting to sit together may do so provided they all arrive together and can be seated at the same time.

### **In Room Dining:**

- Room service is available daily from 7:00am-10:00pm. Face masks are required for our staff to enter rooms.

### **Pools & Hot Tubs:**

- Our pool, hot tub and adults-only jacuzzi are open daily from 7:30am to 10:00pm. In accordance with state guidelines, our hot tub occupancy has been reduced to a maximum of two guests, or a single household of up to four guests, and our adults-only jacuzzi has been reduced to a maximum of four guests, or a single household up to six guests. With respect to this limited availability, we ask that you kindly share this space so that all guests may enjoy these amenities.
- Pool deck seating has been rearranged to provide for appropriate spacing and is regularly cleaned and disinfected.
- Face masks are required when entering, exiting, or moving about the pool deck. Masks may be removed while swimming or lounging with appropriate social distancing.
- Pool towels will be provided.

### **Tennis, Croquet & Bocce**

- Our two (2) tennis courts are open for play. Rackets and balls can be obtained from our concierge desk.
- Our croquet and bocce lawns are open and set for play. Mallets, balls, and equipment can be obtained from our concierge desk.
- All equipment is sanitized after each use.

**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 warming pool, steam rooms, saunas and locker rooms will remain closed at this time based on local and state guidelines.
- Our fitness facility is available daily from 7:30am-5:00pm. Maximum occupancy is three guests to allow for appropriate distancing.
- Showering facilities are not currently available. Please shower in your guestroom.

**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. As new guidelines emerge from the State of California regarding gathering sizes and protocols, our resort team is collaborating with industry experts to update our meeting and event experiences.

- Capacity charts and room layouts for all function spaces have been redesigned to allow for social distancing.
- All meals can be accommodated in private indoor or outdoor spaces.
- Buffet and self-service menu options have been replaced with attended and prepackaged meal choices.
- Individual bottles of water will replace water pitchers.
- Coffee and other break items to be attended and served by a server.
- 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.
- Ionizer air purifiers have been installed in all meeting spaces.
- Appropriate signage is prominently displayed throughout the resort and can be placed at event entrances reminding guests of current social distancing practices.
- 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.