



Post Ranch Inn
BIG SUR

Safe Stay Program

Safe Stay Program Commitment at Post Ranch Inn

At Post Ranch Inn, the health and well-being of our guests, staff and our community is paramount. In accordance with the latest guidelines and recommendations from the CDC and EPA and other governmental agencies, we have implemented the following new measures and service enhancements to ensure that guest stays at Post Ranch Inn continue to be relaxing, healthful and inspiring. Our *Safe Stay Program* was designed specifically for Post Ranch and is administered and reviewed by our General Manager and Executive Safety Team on a daily basis. We look forward to welcoming our guests to Post Ranch, perched 1200 feet above the Pacific Ocean on 100 private acres for a safe, memorable and nourishing experience.

NEW ARRIVAL AND STREAMLINED CHECK-IN AT RECEPTION

- To ensure health and privacy, access to the property and our restaurant, Sierra Mar, will now be exclusive for overnight guests only.
- Our Post Ranch Guest Service staff at the entry Kiosk will greet and announce all guest arrivals to Reception for check-in.
- Guests are greeted outside Reception and pre-arrival documentation will be confirmed and updated as necessary.
- Based on room availability, guests will be either checked in immediately or offered leisure on-property options while rooms are being safely prepared.
- Room keys are disinfected prior to being placed in welcome packets.
- All guests are provided with face masks as needed, hand sanitizer and COVID-19 awareness information to assure a safe and comfortable stay.
- With the addition of a streamlined check-in process, our staff will guide the guest to their room, and provide any level of assistance that guest finds most comfortable while orienting them to their accommodations and the property as a whole.
- Guests will be offered assistance with luggage by our Guest Services team, maintaining social distancing and utilizing appropriate Personal Protective Equipment (PPE) to include face masks and gloves.

LEXUS GUEST TRANSPORT VEHICLES

- Guests will be transferred to rooms as requested. While standard social distancing is not possible, all vehicle occupants are required to wear face masks.
- Vehicles will be treated between uses with EPA-approved ECA Water*, a non-toxic, environmentally-safe disinfectant.

GUESTROOMS

- Post Ranch signature daily cleaning and sanitizing protocols are described below in the Housekeeping section.
- All reusable collateral, brochures and magazines are removed from guestrooms.
- Guests will be provided with individual hand sanitizers and in-room disinfectant atomizers for their personal use and protection while on property.
- All floor vacuums are equipped with an EPA-registered HEPA filter vacuum cleaner.

POST RANCH SIGNATURE DISINFECTION & HYGIENE PROTOCOL

Rather than use bleach or other toxic chemicals to disinfect, Post Ranch set out to find a disinfection and cleaning solution that stayed true to our environmental ethos. After a comprehensive search, Post Ranch has implemented a two-step disinfection program that works to purify the air and renders surfaces self-disinfecting in a non-toxic, sustainable and healthful manner. The solution meets CDC and EPA guidelines, is Green Seal-certified and provides an odorless, non-toxic, hospital-grade disinfecting and cleaning system.

- The program utilizes the non-toxic, EPA-approved ECA Water* to disinfect and will be used in all guestrooms and public spaces frequently throughout the day. It will also be administered in our vehicles.
- All high-touch surfaces and items will be disinfected frequently, including, but not limited to counter surfaces, door handles, restroom faucets, handrails, pens and telephones.
- Guests will be provided individual hand sanitizers and in room disinfectant atomizers for their personal use and protection.

HOUSEKEEPING SERVICES

We want to provide our guests with the highest level of personalized service and attention, while also respecting personal space. To that end, we will be integrating some of the services that are traditionally carried out during evening turndown service into the daily service, potentially eliminating one of the steps where staff needs to enter the room. Additional services are always available for guests upon request. To accommodate personal preferences, we are offering various options:

- *Daily Service:* Our team will access your room once daily to provide room make-up service and to restock your complimentary mini-bar and firewood.
- *Requested Service Only:* We understand some guests may prefer complete guestroom privacy. Prior to arrival, we will stock your room for the entire stay, and discuss options for the delivery of extra linens, bathroom amenities, mini-bar items, and firewood deliveries.

ENHANCED DINING OPTIONS

- Monterey County has recently placed a restriction on indoor dining in all restaurants. As such, until further notice, dining at Sierra Mar will be outside on the deck. Due to limited outdoor seating, advance reservations are required for all dining periods. As an alternative, guests may enjoy their meals in the comfort of the guestroom.
- For greater comfort and health, Sierra Mar is now reserved for the exclusive use of hotel guests to better support safe social distancing.
- Breakfast in Sierra Mar is now full service, offering a cooked-to-order menu, replacing our traditional buffet. Guests may choose to dine outdoors on the deck at Sierra Mar or in the privacy of their guestroom.

SIERRA MAR RESTAURANT - OUTDOOR DINING

- We have reduced outdoor seating areas to provide appropriate social distancing with a minimum of 6 feet between tables.
- Guests will be offered single-use menus which are printed on recycled paper.
- No tabletop linens are used for dining service.
- All china, glass and silverware are washed with EPA-approved sanitizers in our commercial dishwasher at minimum temperatures of 140 °F.
- Payment processing is transacted through sanitized staff keyed stations or via room charges.

IN-ROOM DINING

- Guests may place orders via personal cell phone or sanitized guestroom phone using menus and wine lists provided.
- All orders are delivered with covered lids or in disposable containers to avoid open tray exposure.
- Orders will be placed outside the guestroom to be checked by the guest while our server is distanced 6 feet away, unless otherwise requested.
- Guests will be provided with a container to discard all disposable/compostable items.
- Guests will receive a follow-up call from our Room Service team for a contactless pick-up by placing the tray outside their guestroom if desired.

EXPANDED OUTDOOR SPACES

- We have added additional outdoor seating spaces around the property to provide open areas for picnics and relaxing.

POST RANCH SPA, POST GALLERY AND MERCANTILE

- Due to regulations from the State of California, our spa is temporarily unavailable until further notice. We sincerely apologize for the inconvenience. We are, however, offering a number of private spa modalities for couples including sound therapy, intuitive readings, energy balancing, astrology, and more. All offerings are subject to change.
- Post Gallery and the Mercantile shop at Post Ranch are ready to greet guests in comfort and style.

PROPERTY-WIDE SANITIZATION

- Hand sanitizing stations are located throughout the property at building entrances.
- Dispensers are filled by the housekeeping and engineering staff throughout the day.
- Post Ranch will provide an EPA-approved hand sanitizer for individual use and protection.

POOLS

- Outdoor furniture and pool lounge chairs are set at least 6 feet apart.
- All furniture is cleaned with EPA-approved ECA Water* to disinfect after each guest use.
- Lounge chair covers are changed after each guest use.
- Pool chemicals ensure proper disinfection levels (1-10 parts per million free chlorine; 3-8 parts per million bromine; 7.2-8 pH level).

FITNESS CENTER

- Based on regulations from the state of California, our Fitness Center will be temporarily unavailable until further notice. We sincerely apologize for the inconvenience.
- Guests are strongly encouraged to enjoy the open space, fresh air and hiking opportunities that our 100-acre property has to offer.

LEXUS TEST DRIVE VEHICLES

- All high-touch points are wiped down with EPA-approved ECA Water* disinfectant cleaner.
- Cars are thoroughly treated with sustainable disinfectants and sanitizers property-wide to remove any contaminants between uses.
- Test drive vehicles will have a “clean card certification” placed on the dashboard when ready.

POST RANCH SAFE STAY TEAM MEMBER TRAINING

- Mandatory Post Ranch *Safe Stay* training and education required for all staff.
- Standards for maintaining social distancing and use of masks and gloves when applicable.
- Proper cleaning of uniforms and masks prior to each shift.
- Proper hygiene to include frequent hand washing and avoid touching one's face.
- Daily temperature testing and personal wellness checks required of all staff before reporting to work.
- Staff is mandated not to come to work if they are displaying any flu-like symptoms or other symptoms of any illness.
- Our staff is compensated for sick time as needed if illness is a concern.

*EPA registered and approved under “Annihilyte-1” (#92449-1)