

WELCOME TO POST RANCH

What To Expect During Your Stay



Post Ranch Inn
BIG SUR

When we opened Post Ranch in 1992, our focus was to create a private and secure sanctuary on 100 acres of land, to which our guests could escape, set amidst the natural, pristine beauty of Big Sur. With just 40 rooms, no interior corridors or elevators, and private entrances to all of our rooms, guests rarely encounter others when walking the property or hiking the miles of dedicated trails. Suffice it to say, natural distancing has always been a part of Big Sur.

Over the past few months, we have worked diligently to ensure the health and well-being of our guests, while both preserving and enhancing the Post Ranch guest experience. Below is a current list of the changes and enhancements we've made to help you better understand what you will experience the next time you visit Post Ranch. For a comprehensive list of our safety guidelines and protocols, please [click here](#).

Please note that all guidelines and procedures are subject to change based on recommendations from the CDC, EPA, State of California and Monterey County.

GENERAL PROPERTY INFORMATION

- Post Ranch is now open. During the 3-month closure, we have deep cleaned the rooms and public spaces, while making numerous improvements and renovations to the property.
- To ensure the health and safety of our guests, all staff will have daily wellness checks.
- We are limiting access to Post Ranch to overnight guests and staff only. Sierra Mar, the Mercantile, and the Gallery are now for the exclusive use of Post Ranch Inn guests.
- We have retained a leading expert on indoor environmental air quality to ensure that the air quality in all indoor spaces will be of the highest possible level.
- We have adopted the government guidelines for face coverings, social distancing, and sanitization. Complimentary face coverings will be available for any guests who request one.
- In an effort to be a cash-free property, guests will be able to opt into our suggested gratuity program at the time of booking. This information will be reviewed and confirmed at check-in.

ARRIVAL AND DEPARTURE

- Upon arrival, check-in will be expedited to minimize contact.
- Guest check-out is 12:00 noon, and check-in is 4:00pm.
- Guests will have the option to self-park their car. Bell staff will assist in getting both guests and their luggage to the room.
- All Post Ranch vehicles will be sanitized before and after any guests occupy the vehicles.
- Guests will receive their final bill via email the night prior to departure. A visit to the Front Desk will not be necessary at check-out.

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.

HOUSEKEEPING

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.

Certain items throughout the guestroom, including the mini-bar and coffee makers, will be completely replaced prior to guests entering the room. We have also eliminated all magazines and collateral material, and have thoroughly disinfected all items in the room.

MEALS AND 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 take place outside on the deck. Due to limited outdoor seating, advanced reservations are required for all dining periods. As an alternative, guests may enjoy their meals in the comfort of the guestroom.
- Complimentary breakfast offers a full service, cooked-to-order experience and can be enjoyed either outdoors on the deck at Sierra Mar or in the guestroom.
- Lunch can be delivered to the guestroom or to another location around the property.
- Dinner can be enjoyed outdoors on the deck at Sierra Mar or in the guestroom. Guests will have a range of options including a four-course tasting menu featuring numerous selections from which to choose, as well as “family-style” meals.

SWIMMING AND BASKING POOLS

- Lounge chairs at each of the pools will be separated by at least 6 feet to allow for physical distancing.
- Pool service will be available at all pools, as attendants will be regularly monitoring and sanitizing the pool areas.

SPA AND ACTIVITIES

- Due to regulations from the state of California, indoor spa treatments are temporarily unavailable. To prioritize the health and well-being of both our guests and team members, we are offering a limited menu of spa services and have reduced the capacity of our treatment areas. Currently, select outdoor spa treatments and services, including Massage, Yoga, Forest Meditation, Astrology, Sound Therapy and more are available adjacent to our swimming pool in our private Yurt and open-air tent. Spa appointments tend to fill up quickly due to high demand and we are unable to guarantee last-minute availability. Advance reservations are required for all spa services and we strongly recommend making your reservations at least 4-6 weeks in advance. All services are subject to availability and change.
- We offer a myriad of complimentary outdoor guest activities including yoga and meditation, hikes, property walks, our new falconry program (fee) and more, weather permitting. Days and times for each activity vary and are subject to availability. Advanced reservations are required for all activities and are subject to appropriate social distancing guidelines.

EXPANDED CHEF'S GARDEN & ORGANIC PRODUCE

- We have significantly increased the size of our Chef's Garden to provide even more organic produce to serve Sierra Mar.

NEW FALCONRY PROGRAM

- Our new falconry program allows guests the opportunity to get up close and personal with these magnificent animals. Reservations are required for this “bucket list” experience that blends education with adventure!

These are a few of the many enhancements to the guest experience that we are introducing so that we can ensure that the time you spend with us will be as rewarding and safe as possible. We are eager to welcome you back whenever you are ready. *See you soon in Big Sur!*