



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, Monterey County and other governmental agencies, we have implemented the following 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 Resort 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.

ARRIVAL AND STREAMLINED CHECK-IN AT RECEPTION

- The wearing of masks is now optional for guests and staff throughout the entire resort, including all indoor spaces. Should anyone prefer to wear a mask indoors, we strongly encourage them to do so and respect everyone's individual preferences. Thank you for your cooperation.
- To ensure health and privacy, access to the property is now limited to overnight guests and staff only. No outside vendors are able to access the property.
- 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 and registered in our intimate Reception area. Once occupied, our team will greet other newly arriving guests outside to assist with registration while our bellmen transfer your luggage into our vehicles, before transporting you to your room.
- 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 masks as needed, hand sanitizer and COVID-19 awareness information to ensure 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. We continue to maintain proper social distancing to respect your personal space while offering assistance with your luggage.

3/18/2022

LEXUS GUEST TRANSPORT VEHICLES

- Guests will be transferred to rooms as requested in a Lexus vehicle. The wearing of masks is optional for all guests and staff.
- Vehicles will be treated between uses with EPA-approved ECA Water*, a non-toxic, environmentally-safe disinfectant.

GUESTROOMS

- Post Ranch's amended daily service and sanitizing protocols are described below in the Housekeeping section.
- Guests are provided their own personal bottle of room disinfectant 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 with 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 is happy to provide once-daily housekeeping service before 1pm to make up your room and restock your complimentary minibar 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.

DINING OPTIONS

- Sierra Mar is open for Breakfast (hotel guests only), Lunch and Dinner in the dining room or outdoors on the patio. As an alternative, hotel guests may enjoy their meals in the comfort of the guestroom or delivered to any other location around the property.
- The wearing of masks in the dining room is now optional for all guests and staff. Should anyone prefer to wear a mask in the dining room, we strongly encourage them to do so and respect everyone's individual preferences.
- We have taken unprecedented steps, working with some of the country's foremost experts in indoor air quality, to ensure that Sierra Mar has been set up as safely as possible. For details, please see "Sierra Mar Restaurant – Indoor & Outdoor Dining" section below.
- For your safety and convenience, all in-room dining deliveries will include a contactless check and a suggested gratuity of \$10 per breakfast delivery and 20% for lunch, dinner and all other in-room dining orders will be added.

SIERRA MAR RESTAURANT - INDOOR & OUTDOOR DINING

- A new, state-of-the-art, medical-grade ventilation system completely replenishes the dining room with fresh Big Sur air up to six times per hour.
- Several ultra-efficient Mila air purifiers have been spread throughout Sierra Mar.
- Table-top air purifiers from Wynd create a bubble of purified air at each table.
- A real-time air quality monitoring system from Senseware has been installed - allowing us to adjust and optimize air quality as needed. To view Sierra Mar's air quality in real-time, [please click here](#).
- Guests are 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 or basket 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

- The Post Ranch Spa is now open and operating safely per Monterey County guidelines. As a reminder, the Post Ranch Spa is open to hotel guests only.
- The wearing of masks in all indoor spaces, including the Spa, is now optional for all guests and staff. Should anyone prefer to wear a mask, we strongly encourage them to do so and respect everyone's individual preferences.
- Due to high demand, spa appointments tend to fill up quickly 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.
- Post Gallery and the Mercantile shop at Post Ranch are ready to greet guests in comfort and style. Please note that face masks are required when visiting inside at both locations.

POOLS

- All three of our swimming and basking pools are open and available for guests to enjoy.
- All furniture is cleaned with EPA-approved ECA Water* to disinfect after each guest use.
- An abundance of fresh pool towels are available for use during your pool experience.
- Pool chemicals ensure proper disinfection levels (1-10 parts per million free chlorine; 3-8 parts per million bromine; 7.2-8 pH level).

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.

FITNESS CENTER

- Our fitness center is open and available for all guests 24 hours a day.
- 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)