



*Sundara Inn & Spa®*

**NOW OPEN**

## **SUNDARA INN & SPA RELAX RESPONSIBLY PROGRAM**

**RELAX, RESPONSIBLY**

### **SUNDARA PLANNED REOPENING**

Sundara has always held the comfort and safety of our guests and staff in the highest regard. In light of COVID-19 we have taken a number of additional steps to ensure that those at our properties are able to spa and work in a clean and enjoyable environment.

The details of our Relax Responsibly Program can be found below:



**RELAX  
RESPONSIBLY**

  
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## **MASK WEARING & DISTANCING**

Our associates are required to wear masks at all times. Guests' face coverings are required in all indoor common areas. Guests will be asked to gather in groups of 10 people or less and to remain at least 6 feet apart from other groups of guests while on property. Signage and other markers have been placed throughout the resort to remind and reinforce the need for social distancing.

Face coverings are not required in treatment rooms; pools, waterfalls and showers; when eating and drinking; and in your suite.



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## EMPLOYEE PROCEDURES

All employees will undergo COVID-19 Safety Training before guests arrive back at our resort. In addition:

- All employees are required to have their temperature taken before starting their shift and will be sent home if they have a fever over 100.4 or present other symptoms of a potential illness.
- All employees have been issued a face mask to wear when appropriate social distancing may not be available to them.
- All housekeeping staff, food and beverage staff, and others who are handling guest goods or merchandise are required to wear gloves and a mask.





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## REGISTRATION

- Plexiglass barriers have been installed at each front desk workstation.
- All materials (room key, guest charge cards, cash, etc) for transfer between guests and staff are being placed on a countertop to avoid direct contact.
- All guest touch points are being disinfected frequently utilizing hospital-grade cleaning products.
- Guests are being advised to practice physical distancing by standing at least six feet away from other people while standing in line. Social distance markers have been added to all queueing areas to aid in this communication.
- Hand sanitizer stations have been added at all guest registration areas.



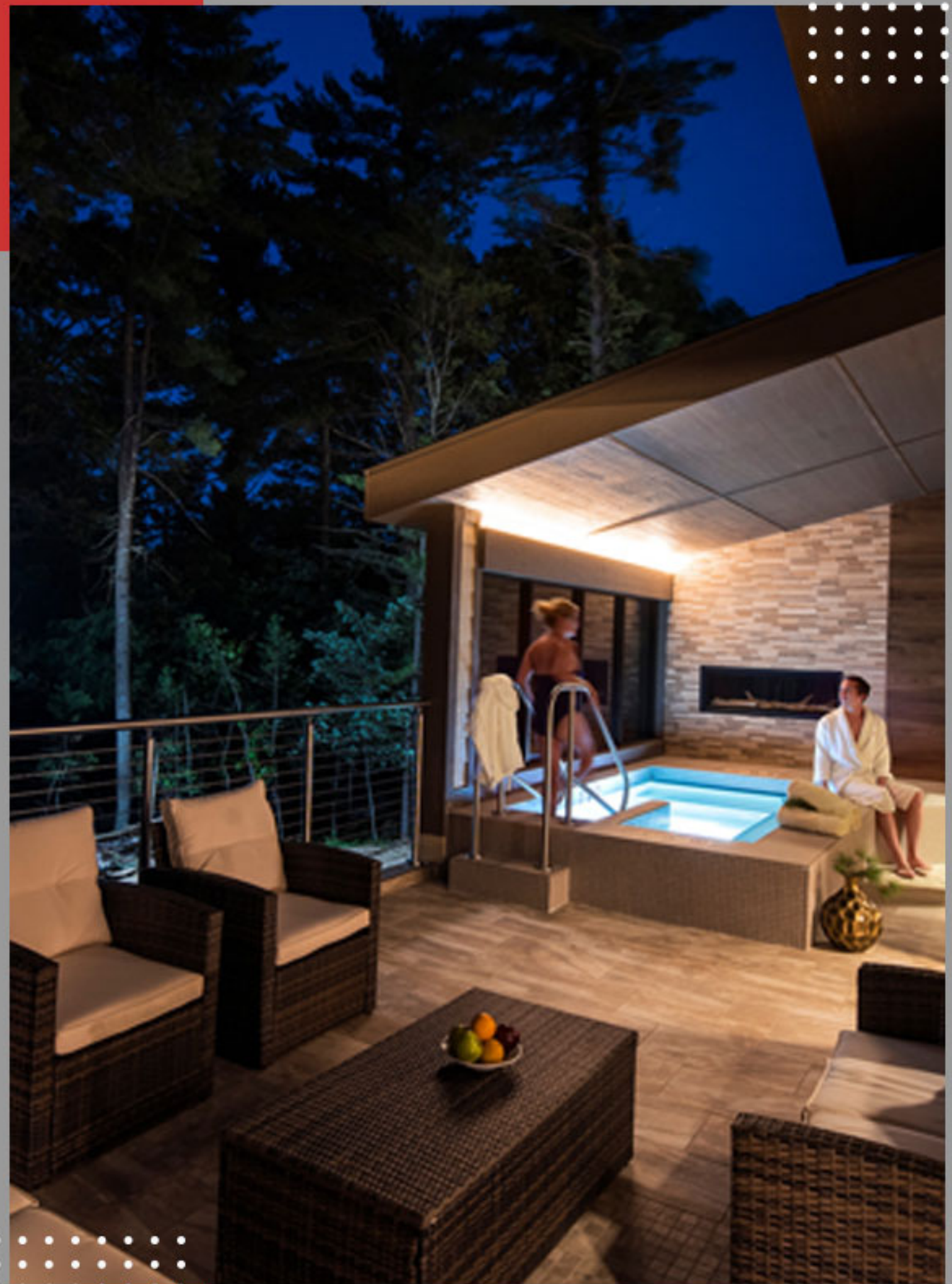
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## ACCOMMODATIONS

- Prior to a guest's check-in, all guest rooms (and other lodging options) are being disinfected utilizing hospital-grade cleaning products with special attention paid to high touch points.
- As an additional precaution, BIOPROTECT (which uses patented, EPA registered technology to kill and inhibit the growth of problematic bacteria, fungi, algae, protozoans, viruses and other microorganisms that can exist on many surfaces) is also being applied with an electrostatic sprayer. It has a 90-day residual effect from time of application and is being reapplied as necessary.
- During a guest's stay the Inn WILL NOT BE ALLOWING our housekeepers into your suite to provide stayover service or to provide additional amenities. We are delighted to deliver any needed items to your door. We believe your guest room is your sanctuary and this a best practice to provide peace of mind for all of our guests.
- Our laundry facility is utilizing ozone cleaning technology along with UV light disinfection for all sheets, blankets and towels.
- Our housekeeping and laundry team members are required to wear gloves and masks at all times. Suite cleaning staff are changing their gloves between each room.
- Invoices for overnight stays will be directly emailed and all reservations will be check out at 11am the day of departure



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## SUNDARA COMMON AREAS

- All common-area cleaning team members are required to wear gloves and masks.
- Common areas, handles, faucets, trash-receptacle touch points, elevator buttons, keypads, luggage carts, and counters are frequently being deep cleaned.
- As an additional precaution, BIOPROTECT (which uses patented, EPA registered technology to kill and inhibit the growth of problematic bacteria, fungi, algae, protozoans, viruses and other microorganisms that can exist on many surfaces) is also being applied with an electrostatic sprayer. It has a 90-day residual effect from time of application and is being reapplied as necessary.
- Additional hand sanitizing stations have been placed throughout common areas including elevators, guest entrances, etc.
- An increased cleaning focus is being placed on any areas where events or gatherings are held.



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## SUNDARA SPA

- All spa team members are required to wear masks.
- High touch areas, handles, faucets, trash-receptacle touchpoints and counters are frequently being deep cleaned.
- Table linens will be removed and washed after each service.
- Service tables, as well as any used equipment, tools or baths will be sanitized following each service.
- As an additional precaution, BIOPROTECT (which uses patented, EPA registered technology to kill and inhibit the growth of problematic bacteria, fungi, algae, protozoans, viruses and other microorganisms that can exist on many surfaces) is also being applied with an electrostatic sprayer. It has a 90-day residual effect from time of application and is being reapplied as necessary.
- All therapists will wash their hands prior to the start of each service using best handwashing practices.
- Guest hands will be sanitized as part of their service.
- Due to increased sanitation levels services may not start as scheduled, rest assured you will receive the entirety of your service.
- All charges will be charged out at the end of the day so guests need not check out.



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## POOL AMENITIES

- Please note: On March 13th the CDC stated, "There is no evidence that COVID-19 can be spread to humans through the use of pools and hot tubs. Proper operation, maintenance, and disinfection (e.g., with chlorine or bromine) of pools and hot tubs should remove or inactivate the virus that causes COVID-19."
- Our Certified Pool Operators are conducting ongoing chemical readings to ensure our water is safe.
- We are frequently disinfecting and sanitizing all locker rooms, common areas, and touch points with hospital-grade cleaning products.
- Guest tables and chairs are being sanitized to the extent possible between new guests and are spaced to provide effective social distancing.
- Guest lockers are being cleaned and sanitized.
- Additional hand sanitizing stations have been placed throughout the property.
- Guests are being asked to sit and spa in groups of no more than 10 people and to space themselves at least 6 feet away from other guests.
- Social distancing markers have been added on furniture and fitness equipment to remind and reinforce social distancing guidelines.
- Staff are monitoring social distancing and spa capacity to ensure safe spacing.



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## FOOD & BEVERAGE OUTLETS

- We are disinfecting and sanitizing all tables, menus, condiments and chairs with hospital-grade cleaning products between guests.
- As an additional precaution, BIOPROTECT (which uses patented, EPA registered technology to kill and inhibit the growth of problematic bacteria, fungi, algae, protozoans, viruses and other microorganisms that can exist on many surfaces) is also being applied with an electrostatic sprayer. It has a 90-day residual effect from time of application and is being reapplied as necessary.
- We are frequently changing out all kitchen serving utensils for cleaning and disinfection.
- All kitchen staff are required to wear gloves and masks, and are required to wash their hands when changing gloves.
- We are continuously cleaning common areas, handles, faucets, dispensers, trash-receptacle touch-points, buttons, keypads, counters and cleaning tools with hospital-grade disinfectants.
- We are making it a priority to exceed the state guidelines for all food preparation and food handling.
- Guests are being asked to sit in groups of no more than 10 people and to space themselves at least 6 feet away from other guests.



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## SUNDARA RETAIL BOUTIQUE

- Tried on clothing will not be recirculated for purchase for 72 hours.
- All product retail testers have been pulled from shelves. Samples may be available upon request.
- Changing rooms are being disinfected after each guest use.
- All materials for transfer between staff and guests are being placed on countertops to avoid direct contact.
- No returns or exchanges will be accepted. All sales are final.
- Social distancing markers have been placed in all queueing locations to remind and reinforce social distancing guidelines.
- Guests are being asked to shop in groups of no more than 5 people and to space themselves at least 6 feet away from other guests.
- All touch points at point of sales counters will be disinfected utilizing hospital-grade cleaning products between guests.
- As an additional precaution, BIOPROTECT (which uses patented, EPA registered technology to kill and inhibit the growth of problematic bacteria, fungi, algae, protozoans, viruses and other microorganisms that can exist on many surfaces) is also being applied with an electrostatic sprayer. It has a 90-day residual effect from time of application and is being reapplied as necessary.



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## MEETING AND RETREAT SPACES

- Tables and chairs in meeting spaces are being spaced appropriately to fit social distancing guidelines.
- Self-serve buffets are no longer an option. All meals are now being plated and served by staff.
- We are disinfecting and sanitizing all tables, chairs, and menus with hospital-grade cleaning products between guests.
- All used meeting rooms, including any/all AV equipment is being sanitized between groups.
- As an additional precaution, BIOPROTECT (which uses patented, EPA registered technology to kill and inhibit the growth of problematic bacteria, fungi, algae, protozoans, viruses and other microorganisms that can exist on many surfaces) is also being applied with an electrostatic sprayer. It has a 90-day residual effect from time of application and is being reapplied as necessary.
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## CAR SERVICE AND ELEVATORS

- Drivers are required to wear masks.
- Elevator capacity is being limited to single riders or family groups.



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## **FLEXIBLE BOOKING POLICY AND RISK-FREE RESERVATIONS**

Our resort understands you may have concerns regarding your upcoming reservation or you need reassurance in booking a new reservation. If you have an upcoming reservation and wish to rebook, we can apply your paid deposit to a future stay\*.

\*New Rates may apply to new dates.



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## SUNDARA'S MESSAGE

We want to assure you, our valued guests, we are ready to provide you a tranquil, safe experience through our Relax Responsibly Program and look forward to energizing your soul.