

## Enchantment Resort Safety & Wellbeing

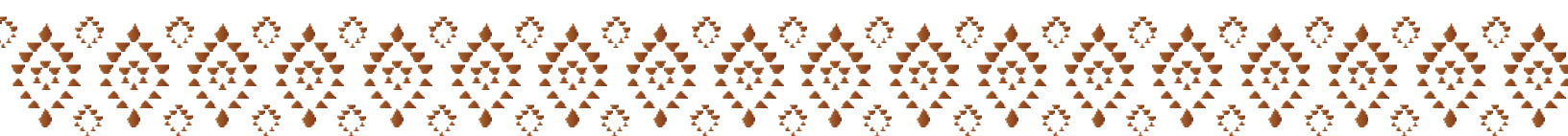
It is our pleasure to welcome you back to Enchantment Resort. Our team has been hard at work preparing for your arrival. We are committed to the safety and wellbeing of our team, guests and community and want to share with you our new operating procedures, developed to the highest standard of cleanliness and safety.

### General Resort Information

- The resort has been thoroughly deep cleaned and sanitized and will maintain a rigorous cleaning schedule. Items in public spaces and guest rooms that cannot be sanitized to our standards, such as decorative pillows, have been removed.
- We've set up hand sanitizing stations in all public buildings and scattered around our property. Personal protective masks and gloves are available to guests upon request.
- Open-air transportation around the resort is available to single parties of up to four guests to ensure safe distancing.
- The health of our team members is a top priority and is being carefully monitored with daily temperature readings.
- Resort guests over the age of five are required to wear face masks in all public areas of the resort, including but not limited to; Resort Clubhouse, Mii amo, retail stores, restaurants and where social distancing is not possible.
- Appropriate personal protective equipment (PPE) will be worn by all team members in adherence with CDC guidelines and Arizona state laws. All team members will participate in ongoing COVID-19 safety and sanitization training. Every resort team member will sign a personal responsibility form confirming their completed training in COVID-19 safety procedures.
- **At this time, resort access to all restaurants and amenities will be limited to registered guests of Enchantment Resort and Mii amo.**

### Arrivals & Departures

- Check-in will be expedited to accommodate minimal contact. Upon arrival, guests will be greeted at their vehicle for a touch-free check-in process. A modified front desk check-in and orientation in the resort Clubhouse is available upon request.
- In lieu of traditional valet service, team members will guide guests to convenient self-parking.
- Guest folios are emailed prior to departure so there is no need to visit the front desk to complete the checkout process. A printed copy of a guest folio is available upon request.
- For guest convenience and to limit an exchange of cash, gratuity for bell staff and housekeeping may be added directly to guest folios. This option will be provided to you upon check-in or dial 0 from a guest room phone for assistance.



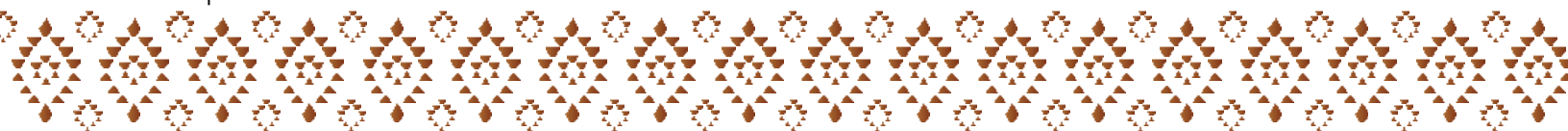
## Housekeeping

In order to provide guests with a superior level of housekeeping, daily service has been refined to accommodate personal preferences and maintain physical distancing.

- Upon arrival, we will confirm housekeeping preferences and discuss options for daily services, linen exchanges and nightly turndown.
- Each guest room is thoroughly cleaned through a rigorous sanitization process that utilizes industry leading electrostatic spray technology and hospital-grade disinfectant. This new technology uses the highest classification of disinfectants recommended by the CDC to rapidly clean and disinfect every surface throughout the room.
- Housekeeping will only enter a guest room when it is empty. If a guest returns to the room while housekeeping is there, the room attendant will leave.
- Guest room mini bars have been removed. In its place, we've created a personalized snack and beverage menu that can be viewed on guest room TVs and conveniently delivered through In-Room Dining.
- New sets of in-room amenities, such as bathroom toiletries and coffee pods, will be provided for each guest during their stay. These items will be changed when the room is deep cleaned and sanitized between guest stays.

## Dining

- Che Ah Chi will be open for dine-in service for breakfast and dinner. Indoor seating has been reduced to allow for at least six feet between each seated group. Patio spaces have been reconfigured to allow for additional al fresco dining in a more spacious layout. All printed menus are single-use and will be discarded after each guest. For dining reservations, please contact the concierge or dial 0 from a guest room phone.
- Appropriate personal protective equipment (PPE), such as face masks, will be worn by restaurant team members in accordance with CDC guidelines and Arizona state laws.
- For those who would like to dine in the comfort of their private casita or suite, In-Room Dining is available from 6am - 11pm with non-contact delivery. An In-Room Dining menu can be viewed on guest room TVs.
- One and two bedroom suites feature patios with built-in gas grills. Customizable, grill-ready family style meals are conveniently delivered through In-Room Dining. A "Grill It Yourself" menu can be viewed on guest room TVs. A portable grill may be available upon request for guests staying in other accommodations.
- In addition to our already high standard of cleaning, the frequency of cleaning and sanitizing has been increased in all public spaces with an emphasis on frequent contact surfaces, such as door handles.
- Dining at Mii amo is open for breakfast from 6am-11am, lunch from 11:30am-4pm and dinner from 5pm-8:30pm.

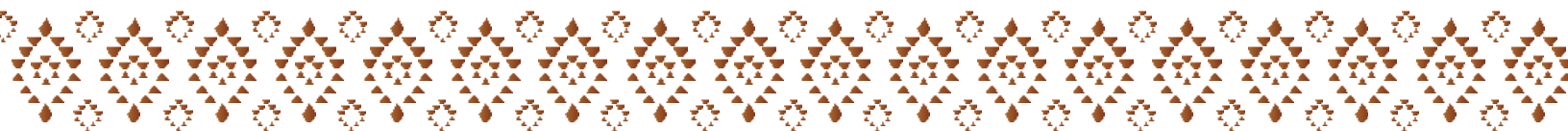


## Spa & Wellbeing

- Appointment times for spa services at Mii amo will be staggered to reduce capacity of lounges, relaxation rooms and allow for additional cleaning and sanitizing of all spaces.
- Please be advised, spa service availability is limited and advanced reservations are highly recommended.
- Each treatment room will 'rest' for a minimum 30 minutes between appointments to allow for deep cleaning and sanitization of the room.
- Masks will be required for guests and treatment providers during spa services.
- Upon entry into the spa lounges, guests' temperature will be read via a temporal head scan.
- Shared spa spaces and amenities (men's and women's lounges, sauna, whirlpool, etc.) will be available to a limited number of guests on a first come, first served basis to ensure proper social distancing. Steam rooms will be closed until further notice.
- Shared amenities in the spa lounges have been removed. Toiletry items and personal grooming products will be available upon request.
- Bottled water will be available upon request in the relaxation rooms prior to spa services. Self-serve snacks and beverages will no longer be available.
- The Fitness Center and Movement Studio are open. Only six people will be allowed at one time in the Fitness Center. Mii amo team members will wear masks and perform temperature scans for guests upon entering the Fitness Center, using a no contact digital thermometer. We ask guests to please help us practice physical distancing by maintaining a safe distance of six feet between yourselves, other guests and team members.
- The Crystal Grotto will be limited to six guests at a time to allow for appropriate distancing. Morning ritual will be available to groups of six per session. Additional sessions will be added as needed to ensure all guests are accommodated.

## Activities & Amenities

- All hiking and biking tours are private and limited to individual families or single parties. Our Outdoor Adventure Advisors are happy to assist with reserving all activities and can be reached by phone at 928.203.8407 or by email at [adventures@enchantmentresort.com](mailto:adventures@enchantmentresort.com).
- All outdoor rental equipment will be thoroughly cleaned following CDC guidelines, including but not limited to mountain bikes, e-bikes, helmets, binoculars and headlamps.
- Retail stores are open with limited guest capacity.





## Activities & Amenities (continued)

- Camp Coyote will be open for private reservations only. Reservations will be limited to a maximum of four children from the same family. For Camp Coyote reservations, please contact Camp Counselors at 928.204.6056 or dial ext. 6056 from a guest room phone.
- Pools will operate as follows:
  - Pool capacity will be reduced.
  - Chaise lounge chairs, tables and umbrellas will be sanitized after each use.
  - Ladders, stair rails and frequent contact surfaces will be thoroughly sanitized every hour.
  - Pool seating at Mii amo is available for an additional fee and based on same day availability.

We want to ensure your stay in Boynton Canyon is memorable and filled with adventure. If you have any questions about your reservation, please contact us directly at 928.282.2900.

*The above procedures and modified programming are subject to change based on guidance from the CDC and Arizona state laws.*

