



SIERRA GRANDE

A TED TURNER RETREAT



KEEPING YOU SAFE

Health and Safety Protocols for 2020

First, we want to wish you and your family health, safety and peace in these troubled times.

Currently, Sierra Grande Lodge and Spa and The Ladder are open and operating at reduced guest capacities according to New Mexico state guidelines. We are ready to welcome you for a relaxing visit.

The Restaurant at Sierra Grande is however closed until further notice.

We've adapted our operations to incorporate new health and safety guidelines to help protect our guests, staff and community in the wake of COVID-19. These are some of the precautions we are taking:

(Updated 7/7/2020)



SIERRA GRANDE

A TED TURNER RETREAT

SOCIAL DISTANCING

- You will notice that our staff will be wearing face coverings during your stay. This includes all areas of the lodge and spa.
- Per the New Mexico State health order, we are also required to ask our guests to wear face coverings when in the same areas. We thank you in advance for your understanding.
- We'll use social distancing as our first priority to keep our guests and staff safe. As much as possible our staff have been instructed to maintain a minimum of six feet of space between each other and our guests.

RESERVATIONS

- We have updated our **cancellation policy** to allow guests whose travel plans have been affected by COVID-19 to feel more comfortable in making a reservation with us. Confirmed reservations may cancel their current bookings up to 24 hours before their arrival without penalty, until further notice.
- Prior to traveling to Sierra Grande, guests and staff will be asked questions about their current health and recent travel, and appropriate restrictions implemented.

FRONT DESK

- Your arrival paperwork and payment will take place at the front desk upon arrival.
- A member of the Front Desk team will show you your accommodation. They will respect social distancing and wear a facemask.
- We will provide you with texting and calling options to contact the front desk.
- All check-out paperwork will be completed electronically over email.

ACTIVITIES

- Our tours on the Ladder and Armendaris Ranches are currently available at a limited capacity per New Mexico state guidelines.
- Private 30-minute soaks are available for all overnight guests of the lodge. The soaking tubs are drained, cleaned and sanitized after every use.

DINING

- The Restaurant and Bar at Sierra Grande will remain closed until further notice.
- We are offering a Grab & Go breakfast menu.
- A list of local restaurants offering to-go and delivery is placed in each room.

HOUSEKEEPING

- We've suspended daily housekeeping services but will drop additional linens and towels at your door as needed. We are also happy to remove trash when requested.



SIERRA GRANDE

A TED TURNER RETREAT

- All rooms will be cleaned and sanitized with CDC recommended disinfectants with special attention to high-touch areas like doorknobs, light switches, and faucets.
- All soft coverings including comforters will be laundered after each guest stay.
- All public areas will be cleaned and disinfected every two hours.
- Hand sanitizer, and gloves will be available for guest use in public areas.

Please call us at 575-897-6976 or email info@sierragrandelodge.com with any questions you may have.