



# LADDER

A TED TURNER RESERVE



## 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, Ladder and Sierra Grande Lodge & Spa 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:



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## SOCIAL DISTANCING

- In places where we are indoors and within six feet of others, you will notice that our staff will be wearing face coverings during your stay. This includes all areas of the house and inside shared vehicles and UTVs.
- Per the New Mexico State health order, we are also required to ask our guests to wear face coverings when in the same areas. To make things easier for our guests, we have a supply of face coverings that we can provide to you if you do not have your own.
- 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 7 days before their arrival and have 100% of their deposit amount applied toward a future reservation or refunded, until further notice.
- In the event that one of our properties has to close for a period of time, all guest monies will be refunded in their entirety during that time.
- Prior to traveling to Ted Turner Properties, guests and staff will be asked questions about their current health and recent travel, and appropriate restrictions implemented.

## FRONT DESK

- Your arrival information and paperwork will be waiting in your room when you arrive, and all check-out paperwork will be completed electronically over email.
- A member of the Ladder team will show you your accommodation on arrival. They will respect social distancing and wear a facemask.
- We are asking our guests to use our texting option as the primary way to communicate with us during your stay. We feel like this is one of the best and easiest ways to help us social distance.

## ACTIVITIES

- During this time, we are offering guided UTV tours of the Ladder Ranch. Tours to the Armendaris Ranch are available with limitations.

## DINING

- All meals are included with your stay.
- A private chef will be hosting you as well as preparing your meals for you during your visit.



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## HOUSEKEEPING

- We've suspended daily housekeeping services but will drop additional linens and towels at your door as needed.
- 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.
- Hand sanitizer, and gloves will be available for guest use in public areas.

Please call us at 575-894-6976 or email [info@sierragrandelodge.com](mailto:info@sierragrandelodge.com) with any questions you may have.