



## WHAT TO EXPECT DURING YOUR MIRAVAL STAY

Miraval has been establishing new safety measures and protocols in collaboration with leading health and sanitation experts. Every decision, new process, and procedure has been made with the safety of our guests and colleagues top of mind.

This is an evolving process and we will be continuing to fine-tune operations and communicate updates with you. Below are a few of the new safety measures and sanitation protocols you can expect to see during your time with us.

### UPON ARRIVAL

Our airport shuttle vans will be cleaned and disinfected between each trip. You will be required to wear a mask in the shuttle and will be provided a mask if you don't have one. Your Miraval driver will be wearing a mask at all times as will all of our colleagues. If you are driving yourself to the resort we ask you drive directly to the arrival center or guest parking lot and we will greet you there.

Upon arrival to the resort you may notice the Miraval "1" indicator tape and physical distancing stickers on the floor throughout many different areas. These represent the social distancing measures for locations such as the front desk, smoothie bar, and other areas where group gatherings or standing in line may occur.

To minimize contact during your check-in process, we will ask that you utilize a QR code to complete Miraval's Risk & Release Form, which will include a comprehensive health screening and acknowledgment of our safety and wellbeing policies.

### HEALTH SCREENING

During the health screening we will ask you to affirm the following:

*Do you currently have COVID-19 symptoms, including:*

- *Loss of taste*
- *Fever or chills*
- *Shortness of breath or difficulty breathing*
- *Fatigue*
- *Muscle or body aches*
- *Headache*

You will need to acknowledge that you have not tested positive for COVID-19 in the past 10 days and have not had close contact with anyone in the last 10 days who are confirmed or suspected to have COVID-19. Miraval reserves the right to use this information to direct you to self-isolation and/or refer to medical treatment

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If you begin to experience COVID-19 symptoms during your stay, we ask that you please contact Guest Services (dial "0") and ask to speak to the Manager On Duty. If Miraval determines in its sole discretion that, due to your symptoms, you should self-isolate in your guest room during your stay. During self-isolation guests will not be permitted to participate in spa and programming and that dining and room amenities will be provided solely on a contactless basis.

We also ask you to affirm that you will notify the hotel immediately if you test positive for COVID-19 within 3 days of departure..

***We ask for your support to perform this self-assessment prior to arrival and if you do not meet the above criterion, please know that we would be happy to assist with cancellation and re-booking.***

## YOUR ACCOMMODATIONS & HOUSEKEEPING

When you arrive at your room there will be a seal on your door indicating that your room has been disinfected and sanitized. The seal will remain intact until you open the door ensuring that no one else has entered your room.

You may notice that certain items have been removed from your room including the Coffee Maker, Ice Buckets, Room Guide, paper pads, pens, and Do Not Disturb door hangers. If you do require any of these items during your stay we are more than happy to deliver them to your room. Please refer to your Miraval Guide and in-room TV channels for In-Room Dining menus, property contact information, and mindful reminders.

All housekeeping and turndown services are not being offered at this time unless otherwise requested. You can confirm any housekeeping preferences during your experience planning calls or upon your arrival.

Rest assured that your room has been prepared thoughtfully with added towels and amenities for the duration of your visit. Should you need anything at all to make your guestroom experience more comfortable, please contact the Front Desk (dial 0).

## LIFE IN BALANCE SPA

The Life in Balance Spas at Miraval Arizona, Miraval Austin & Miraval Berkshires are open and offering a limited menu of spa services (please contact a Miraval Experience Planner or visit the respective property's website to learn about available spa services).

Facemasks will be required for all spa services for both guests and spa therapists unless otherwise instructed by your spa therapist. Additional PPE, such as gloves, are used during skin care and salon services. Temperature checks will be required at the spa front desk before service.

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The Life in Balance Spa amenities including the saunas and steam rooms will not be accessible until further notice. However, access to the Miraval Quiet Room, locker rooms, hot tubs and spa boutique are now available to limited guests with physical distancing measures. Facemasks are required to be worn in all spaces, including Quiet Lounge and Locker Rooms.

## SPA, HOT TUBS, POOLS

Pool patio seating will be configured to allow for physical distancing between guests. The steam rooms and sauna in the Life in Balance Spa will be closed until further notice.

## BODY MINDFULNESS CENTER

The BMC will have limited occupancy to adhere to social distancing guidelines and will be monitored throughout the day. Locker rooms and common areas will be cleaned and sanitized every hour. Face masks are required in the BMC.

Every other cardio machine will be turned off and we request you limit your cardio time on any machines to 45 minutes. Masks are mandatory in the BMC.

## BOUTIQUES & RETAIL OUTLETS

Occupancy limits are posted and enforced to allow for proper physical distancing in all our boutiques and retail outlets. There will be no product testers available and the fitting rooms are closed. All beauty and mask sales will be considered final. Gloves for colleagues and guests will be provided upon request in all retail spaces.

## ACTIVITY ROOMS / MEETING SPACES / PRIVATE SESSIONS

These spaces and seating will be configured to allow for proper physical distancing between guests and the instructor or specialists. Each property will uphold the local & regional ordinances pertaining to face mask requirements.

If you wish to arrange for a private session with a Miraval specialists in a different outdoor space, including your guest room patio, or by phone, please contact an Experience Planner (**dial "0"**).

## WELLNESS ACTIVITIES & EXPERIENCES

Due to the limited spaces available, ALL of our activities, from yoga classes to wellness lectures and equine experiences, will require advance sign up. If you need to update your itinerary during your stay, please contact an Experience Planner (**dial "0"**).

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Although each Miraval activity varies in location, occupancy, and structure, the list below summarizes the new safety measures that you will notice and be requested to follow.

## ***Fitness***

Exercise class size will be limited, masks will be mandatory for indoor activities. Your fitness instructor will provide further instruction and will comply with local safety orders.

## ***Outdoor Adventure***

Many of the challenge course activities will be limited to a certain number of people and require masks.

## ***Yoga***

Class size will be limited. Distancing markers will be placed on the floor indicating where your mat and yoga accessories can be placed. Some yoga classes will have yoga mats pre-set for your convenience. You are required to wear masks inside the yoga studio. Your instructor will give specific detail during the activity.

## ***Equine***

Class size will be limited. Transportation to and from Miraval's equine facilities will follow the same safety protocols as your arrival and departure shuttle experience.

## ***Culinary***

Class size will be limited. Masks are required.

## ***Private Sessions***

One on one consultations with Miraval specialists will be held in appropriately sized rooms to allow for distancing and masks will be mandatory. These spaces and seating will be configured to allow for proper social distancing between guests and the instructor or specialists.

If you wish to arrange for a private session with Miraval specialists in a different outdoor space, including your guest room patio, please contact an Experience Planner (**dial "0"**).

## **DINING**

Reservations are required for all meal periods to maintain adequate social distancing.

The dining room will have reduced seating capacity to allow for a safe distance between each seated guest. Masks will be required inside the dining outlets except when seated at your table.

All meals, snacks, smoothies, and beverages will be available for takeout or to go dining along with pre-packaged snacks at our bar. In-Room Dining is available with a \$20 fee.

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## MINDFUL REMINDERS & FAQ'S

### **Do I have to wear a mask on the property?**

Yes, masks are required at all times for both indoor and outdoor activities. These areas include but are not limited to the spa, private session consult rooms, hikes, and shuttle transfers.

### **Failure to adhere to these safety guidelines will result in refusal of entry or expulsion from the property and forfeiture of deposit and nights consumed – no exceptions.**

The use of masks is highly suggested throughout the resort but **are not required** in the following areas and social situations:

- Pool areas
- Your guestroom

Signage will be placed throughout the resort as a reminder of where masks are mandatory. Miraval colleagues will also remind you when masks are necessary.

Masks and sanitizer are available upon request during check-in and across the resort.

### **Will temperature checks be required for Miraval colleagues?**

Yes, every Miraval colleague will have their temperature checked upon arrival to property. Any colleague with an elevated temperature will not be permitted to work until evaluated by a medical professional.

### **Will Miraval still provide a digital device-free property?**

Yes, Miraval will still honor our digital device-free policy. ***E-readers are allowed***, however we request that the use of all other digital devices including cell phones, laptops, iPads remain limited to designated digital-device areas (noted on your property map).

Magazines, newspapers, and books will not be provided by Miraval or made available for sharing in common areas.

### **What other sanitation measures can I expect to see throughout the property?**

We have increased disinfectant wipe stations and sanitizer stations throughout the property.

Public area restrooms will no longer have reusable, mini hand towels.

All Miraval colleagues have completed enhanced sanitation and cleanliness training in accordance with CDC guidelines & Global Biorisk Advisory Council.

We have increased the frequency of disinfection of all common areas, doorknobs, countertops, desks, chairs, computers, keyboards, bathrooms. If you have any additional questions please do not hesitate to ask.