

## Enchantment Resort Safety & Wellbeing

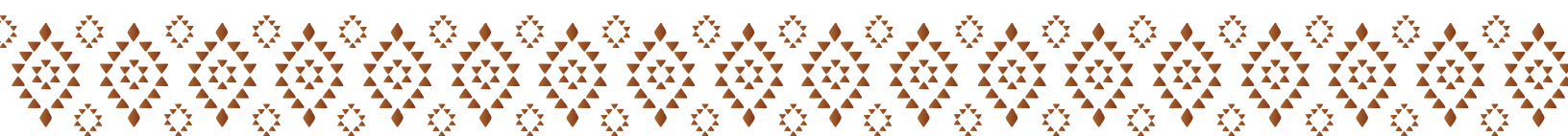
It is our pleasure to welcome you back to Enchantment Resort. Our team has been hard at work preparing for your arrival. We are committed to the safety and wellbeing of our team, guests and community and want to share with you our new operating procedures, developed to the highest standard of cleanliness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

### 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.



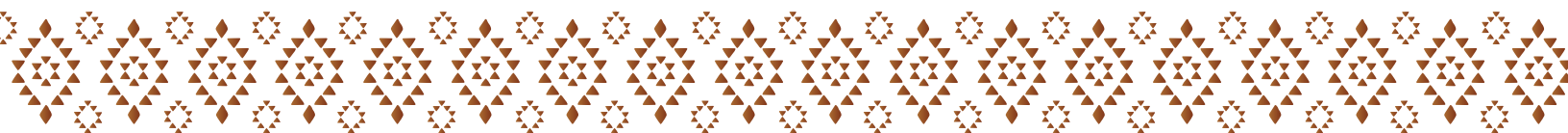
## Housekeeping

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.
- Guest rooms will be “rested” for a minimum of 24 hours between guest stays to allow for deep cleaning and sanitizing.
- 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 or carryout service for breakfast, lunch 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.
- Mii amo Café and Juice Bar will remain temporarily paused.



## Spa & Wellbeing

- Mii amo will remain temporarily paused. We will reopen the spa and fitness facilities at a later date and will comply with CDC guidelines and Arizona state laws.
- Once open, the fitness center and group classes will be available to no more than six guests at a time to ensure appropriate distancing.

## 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. To make your shopping experience more comforting, we are now offering a before or after-hours private shopping experience. We kindly ask for 24 hours' notice when requesting a private appointment. Please dial 0 from a guest room phone to reserve an appointment.
- Camp Coyote will be open for private reservations only. Reservations will be limited to a maximum of six children from the same family. For Camp Coyote reservations, please contact the concierge or dial 0 from a guest room phone.
- Pools will reopen following the governor of Arizona's direction. Once open, 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.

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.*

