



## 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. We are limiting our airport arrivals and departures to four (4) guests per shuttle. You will be required to wear a mask in the shuttle and will be provided a mask if you don't have one. Each shuttle will have disinfectant wipes available. Your Miraval driver will be wearing a mask and gloves 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 "I" 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 ask that you fill our digital Miraval's Risk & Release form and save a copy of your Miraval itinerary (these will both be included in your pre-arrival email communication) so you do not need to sign anything at check-in.

### YOUR ACCOMMODATIONS

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 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.

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## **HOUSEKEEPING**

All housekeeping requests and turndown service will need to be pre-arranged and requested by you during your reservation and check-in experience.

You will be asked to confirm your housekeeping preferences during your experience planning calls and again upon your arrival.

Please be mindful that your Do Not Disturb sign has been removed from your room, so if there are any changes to your housekeeping preferences and arrangements, please call the front desk (**dial "0"**) to arrange a service time.

Your room will not be serviced while you are in the room.

## **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.

The Life in Balance Spa amenities including the saunas, steam rooms, and hot tubs will not be accessible until further notice. However, access to the Miraval Quiet Room, locker rooms, and spa boutique will vary by property and may be available to guests with physical distancing measures and masks strongly enforced. Contact a Miraval Experience Planner to confirm Life in Balance Spa hours and availability.

## **SPA, HOT TUBS, POOLS**

Pool patio seating will be configured to allow for physical distancing between guests. Outdoor common area Jacuzzis and hot tubs will have occupancy restrictions per local safety guidance. The steam rooms, sauna, and hot tubs 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, Lockers will not be available for storage until further notice. Face masks are required in the BMC. The BMC at Miraval Arizona will not be open due to local & state ordinances until further notice.

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.

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## **BOUTIQUES & RETAIL OUTLETS**

Occupancy limits will be 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 will be closed. All clothing sales will be considered final. Gloves for colleagues and guests will be provided and required 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 Experience Planning (**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”**).

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 be in compliance with local safety orders.

### *Outdoor Adventure*

Many of the challenge course activities will be limited to a certain number of people and may require masks. Your instructor will give specific detail during the activity.

### *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. You may be required to wear masks and gloves. Your instructor will give specific detail during the activity.

Transportation to and from Miraval’s equine facilities will follow the same safety protocols as your arrival and departure shuttle experience.

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## *Culinary*

Class size will be limited. You may be required to wear masks. Your instructor will give specific detail during the activity.

## *Private Sessions*

One on one consultations with Miraval specialists will be held in appropriately sized rooms to allow for distancing, 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 a Miraval specialists in a different outdoor space, including your guest room patio, or by phone, please contact Experience Planning (**dial "0"**).

## **DINING**

All dining outlets will be open, along with ample outdoor dining space. The dining room and bar will have reduced seating capacity to allow for a safe distance between each seated guest.

Masks will be required inside the dining outlets, except while consuming food or beverages.

All meals, snacks, smoothies, and beverages will be available for takeout or to go dining along with pre-packaged snacks at our smoothie bars. There will be no fee for In Room Dining service.

All dining place settings will be provided upon being seated, not before.

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## MINDFUL REMINDERS & FAQ'S

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

Yes, masks are required in all indoor areas, buildings, meeting spaces, and any other area where physical distancing measures cannot be met.\* This includes consultation rooms with Miraval specialists.

The use of masks are ***required*** in the following areas and social situations:\*

- Engaging with colleagues or other guests.
- Inside any indoor public space – this includes but is not limited to the Arrival Center, Body Mindfulness Center (BMC), retail outlet, yoga & meditation studios, and lecture/meeting rooms.
- In all property restaurants, dining outlets and while in the dining room except when sitting at your dining table, or when food and beverages are being consumed.
- Guests & colleagues must have a mask in their possession at all times should the situation arise when they need to wear it.

### 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 are highly suggested throughout the resort ***but are not required*** in the following areas where physical distancing measure can be met.\*

- Outdoor areas (pools, hot tubs, hiking trails, patios, etc.) as long as physical distancing measures are in place.
- During outdoor programming such as hiking, paddle-boarding, or horseback riding.
- During any outdoor programming including nature hikes, exercise, farm & equine sessions **when physical distancing measures are in place**. We do ask that you wear a face covering when entering and exiting these outdoor spaces, utilizing our shuttle, or when engaging directly with one of our colleagues.
- Throughout walking trails and pathways throughout property.
- In designated outdoor spaces including our pool areas, outdoor pathways, outdoor seating or outdoor dining areas, and outdoor meditation spaces and gardens.
- During culinary workshops while at your designated station or while consuming food or beverages.
- 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 are available upon request and you will receive one in your welcome bag when you arrive, along with a small bottle of sanitizer.

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

Yes, every Miraval colleague will have their temperature checked upon arrival to property. Any colleague who has an elevated temperature will not be allowed on property and sent home until the temperature has subsided for 48 hours.

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

Yes, Miraval will still honor our digital device-free policy. *E-readers will be allowed*, however we still request that the use of all other digital devices including cell phones, laptops, iPads, etc. 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.

Communal coffee stations have been removed; however we are more than happy to make your favorite cappuccino or smoothie to go.

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.