

Mii amo COVID-19 POLICY

Mii amo Safety & Wellbeing

It is with great joy and gratitude that we welcome you back to Mii amo. Our team has been diligently 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 wellbeing standards, 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 Casitas 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. Masks will be required for therapists and guests during all spa services.
- 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 for a touch-free check-in process.
- In lieu of traditional valet service, team members will guide guests to convenient self-parking.
- 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 301 from a Casita 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 and linen exchanges. Nightly turndown service will continue, unless otherwise requested.
- Housekeeping will only enter a Casita when it is empty. If a guest returns to the room while housekeeping is there, the room attendant will leave.
- 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 Casita is deep cleaned and sanitized between guest stays.

Dining

- Mii amo will be open 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 Mii amo front desk or dial 7724 from a Casita phone to reach Mii amo Dining.
- 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, Mii amo In-Room Dining is available from 6am - 9pm with non-contact delivery. Please dial 7724 from a Casita phone to place an order.
- 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.

Spa & Wellbeing

- Appointment times for spa services will be staggered to reduce capacity of lounges, relaxation rooms and allow for additional cleaning and sanitizing of all spaces.
- Each treatment room will 'rest' for a minimum 30 minutes between appointments to allow for deep cleaning and sanitization of the room.
- Masks will be required for guests and treatment providers during spa services.
- Upon entry into the spa lounges, guests' temperature will be read via a temporal head scan.
- Shared spa spaces and amenities (men's and women's lounges, sauna, whirlpool, etc.) will be available to a limited number of guests on a first come, first served basis to ensure proper social distancing. Steam rooms will be closed until further notice.
- Shared amenities in the spa lounges have been removed. Toiletry items and personal grooming products will be available upon request.
- Bottled water will be available upon request in the relaxation rooms prior to spa services. Self-serve snacks and beverages will no longer be available.
- The fitness center and group classes will be available to no more than six guests at a time to ensure appropriate distancing.
- The Crystal Grotto will be limited to six guests at a time to allow for appropriate distancing. Morning ritual will be available to groups of six per session. Additional sessions will be added as needed to ensure all guests are accommodated.

Activities & Amenities

- All hiking and biking tours are private and limited to individual families or single parties. Your Journey Guide will assist with reserving all activities. Guests may also schedule activities by dialing 301 from a Casita phone.
- 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.

Activities & Amenities (continued)

- Mii amo pools are open and will operate as follows:
 - Pool capacity will be reduced and spaces will be reserved for Mii amo guests.
 - 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 Journey at Mii amo is memorable and filled with experiences that expand the mind and enrich the soul.

If you have any questions about your reservation, please contact us directly at 928.203.8500. The above procedures and modified programming are subject to change based on guidance from the CDC and Arizona state laws.