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Healing  Holidays

COVID-19 POLICIES

# THE HEALTHIEST SPACE FOR YOUR HEALING

The Retreat Costa Rica is committed to our guests' and employees' safety. With guidance from Costa Rica's Ministry of Health, we have implemented new protocols to protect us all. While we work together globally to heal, our mission continues to be a resource for that transformation.

We look forward to welcoming you!

*Diana Stobo*

Founder & Owner



# PRE-ARRIVAL

When making reservations, guests will receive a complete guide to our new safety plan as well contact information for local hospitals. We will request additional information digitally such as pictures of passports to minimize contact upon arrival. In doing so, we aim to protect guests and employees from additional touch points. Our reception process begins seven days before your arrival confirming your documents and itinerary.



# ARRIVAL EXPERIENCE

We have moved our registration process to a digital platform so we can disinfect the tablet before and after each guest.

Whether we pick up guests from the airport or they arrive on their own, each person's temperature will be taken. We will also offer each guest the necessary PPE and review the safety standards.

Our drivers and front desk team will be wearing face masks and gloves, have anti-bacterial wipes available, and disinfect guest's luggage prior to placing in the car.

Valet parking continues to be available with additional disinfecting measures including having our team wear shoe liners and covering the steering wheel, driver's seat and gear shift before entering each vehicle.

# HOUSEKEEPING

# SHARED SPACES

Public restrooms and showers will be cleaned hourly between 6 am and 9 pm. The reading room, relaxation space, and Gratitude Lounge will have vaporizers that disinfect the air. Games, books, floors, seats, and tables will be thoroughly cleaned every three hours.

The yoga terrace furniture and space will be cleaned every four hours. The studio and equipment will be sanitized before and after classes.

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## GUEST ROOMS

Guests will still receive housekeeping twice a day. In addition to the standard turndown service, housekeeping will provide a thorough cleaning of light switches, lamps, utensils, and surfaces. Antibacterial spray will be used on furniture and bedding.

As with the other departments, the housekeeping team will be wearing PPE.



# SOCIAL DISTANCING



# THIRTEEN ROOMS ON 60 ACRES

## Space for Your Comfort

In addition to the natural amount of space at The Retreat, we have implemented social distancing parameters of six feet (2 meters) distance between tables, yoga mats, and pool chairs. While it is custom to greet our guests with a hug, we will show our warmth through the smiles in our eyes and joy in our voices.

# FOOD & BEVERAGE



# NEW SERVICE STYLE

Our restaurant, Boca Dulce, will have reservation times maintaining a maximum occupancy of 50 percent. In addition, we are adjusting our buffet style for breakfast and lunch to mirror our dinner service. Guests will be served by our kitchen supervisor.

Gratitude Cafe offers an a la carte service. Pens & bill folds will be disinfected before and after each use.



# SPA TREATMENTS & AMENITIES



## VIDA MIA HEALING CENTER & SPA

Our reservation process for treatments will help to maintain a lower capacity and continue our personalized service. Each treatment room will have a vaporizer that continually disinfects the air. Per our usual standards, the equipment will be sterilized before and after each treatment. Our therapists will also wear the necessary PPE and guests have that option as well.

# COMMON AREAS

Our fitness room will have disinfectants available for guests to use on equipment before and after each use. In addition, our team will monitor occupancy regularly.

The steam room will be disinfected and sterilized after each use. This space accommodates two people. Only those traveling together can be in the steam room at the same time.

Pools are cleaned & disinfected every four hours.



# ADDITIONAL CARE



# EMPLOYEE HEALTH AND TRAINING

Upon arrival each day, employees will have their temperatures taken. If any symptoms are present before their shift, they will be encouraged to stay home. Should something arise during the time at The Retreat, they will be sent for proper medical care.

The team at The Retreat has been trained on COVID-19 protocols for preventative care.



# GUEST COMMITMENT

In common areas and guest rooms, we have provided hand sanitizer for our guests in addition to the natural, organic products. It is our goal to take care of you at The Retreat Costa Rica. We want you to soak in the energy of the crystal mountain and enjoy reconnecting with nature. Should you or anyone in your home have symptoms, please reconsider your arrival date. We will be happy to help reschedule your stay and offer a flexible re-booking policy.

