



COVID-19 PRECAUTIONARY MEASURES

To our guests, friends and family of The Camp at Carmel Valley,

Your health and wellbeing are our priority. We are closely monitoring the guidance of the World Health Organization and the Centers for Disease Control regarding the spread of the virus.

We want to assure you that we have taken additional measures for the health and safety for our guests and staff. Some of these measures include:

HAND HYGIENE: Our staff is required to wash their hands on a frequent basis to combat the possible spread of the virus.

GUEST ROOMS: We use cleaning and disinfecting protocols to clean rooms after every guests' departure and before the next guest arrives with additional attention on high-touch items like phones, remote controls, door handles, etc. Guests are welcome to decline housekeeping services during their stay.

PUBLIC SPACES: We have increased the frequency of cleaning and disinfecting public areas with a focus on the front desk, pens, door handles, and public bathrooms. No surface is left uncleaned.

BACK OF HOUSE: In the spaces where associates work "behind the scenes," we are increasing the frequency of cleaning and focusing on high-touch areas like associate entrances, locker rooms, laundry rooms and staff offices.

RESERVATION POLICY: If you have a future reservation and would like to cancel, we ask that you cancel your reservation through the channel of your initial booking whether it was through our website, online travel agent or travel agent. If you need additional assistance, please contact the hotel reservation system directly.

Thank you for your patience and trust in The Camp at Carmel Valley. We are prepared to navigate through these challenging circumstances with your safety at the forefront of everything we do.

Best Regards,
The Team at The Camp at Carmel Valley