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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 the number of guest per airport 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 "T" 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.

HEALTH SCREENING

During the health screening we will ask you to affirm the following:

Do you currently have COVID-19 symptoms, including:

- *Fever or chills*
- *Cough*
- *Shortness of breath or difficulty breathing*
- *Fatigue*
- *Muscle or body aches*
- *Headache*
- *New loss of taste or smell*
- *Sore throat*
- *Congestion or runny nose*
- *Nausea or vomiting*
- *Diarrhea*

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You will need to acknowledge that you have not tested positive for COVID-19 in the past 10 days and have not had close contact with anyone in the last 10 days who are confirmed or

suspected to have COVID-19. Miraval reserves the right to use this information to direct you to self-isolation and/or refer to medical treatment

If you begin to experience COVID-19 symptoms during your stay, we ask that you please contact Guest Services (dial “0”) and ask to speak to the Manager On Duty. If Miraval determines in its sole discretion that, due to your symptoms, you should self-isolate in your guest room during your stay. During self-isolation guests will not be permitted to participate in spa and programming and that dining and room amenities will be provided solely on a contactless basis.

We also ask you to affirm that you will notify the hotel immediately if you test positive for COVID-19 within 3 days of departure..

We ask for your support to perform this self-assessment prior to arrival and if you do not meet the above criterion, please know that we would be happy to assist with cancellation and re-booking.

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, 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 for property contact information and mindful reminders.

HOUSEKEEPING

In order to protect your sanctuary and to limit exposure throughout the resort, at this time we are not offering housekeeping services. If you discover once you are settled in that you may have forgotten something you’ll need in your guest room, please call the front desk (dial “0”).

All items will be placed in a delivery bag using protective equipment for your safety and sense of security. Upon delivery, we will knock – but if you are not present the items will be left outside your door. Please call the operator should you need anything throughout your stay.

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.

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LIFE IN BALANCE SPA

The Life in Balance Spas at Miraval Arizona, Miraval Austin & Miraval Berkshires are open. 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.

The Life in Balance Spa amenities including the saunas and steam rooms will not be accessible until further notice. However, access to the Miraval Quiet Room, locker rooms, hot tubs and spa boutique will vary by property and may be available to guests with physical distancing measures and masks strongly enforced. Gloves are recommended in retail spaces.

The Life in Balance Spa is a digital-device free area to ensure you are present in the moment and enjoy a relaxing spa experience. All cellphones, iPads, laptops, cameras, and e-readers are not permissible.

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 and sauna in the Life in Balance Spa will be closed until further notice.

BODY MINDFULNESS CENTER

The BMC will have limited occupancy and hours have been modified to adhere to social distancing guidelines and local ordinance. You are required to sign-in with an attendant during hours of operation.

Lockers will not be available for use or storage until further notice. Face masks are required in the BMC and Agave Center, and in all classes, except water classes.

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.

BOUTIQUES & RETAIL OUTLETS

Occupancy limits 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 are closed. All clothing sales will be considered final. Gloves for guests will be provided and recommended in all retail spaces.

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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 an Experience Planner (**dial "o"**).

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 "o"**).

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 all activities, except water classes. 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 will 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 and in all classes. Your instructor will give specific detail during the activity.

Equine

Class size will be limited. You will 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.

Culinary

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

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Private Sessions

One on one consultations with Miraval specialists will be held in appropriately sized rooms to allow for distancing and 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, please contact an Experience Planner (**dial "0"**).

DINING

All dining outlets will be open, along with 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 actively 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 a \$20 fee for In-Room Dining service.

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

MINDFUL REMINDERS & FAQ'S

Do I have to wear a mask on property?

Yes, masks are required in all public spaces, buildings, meeting spaces, and any other area where physical distancing measures cannot be met.

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

- On all Miraval shuttles and golf carts.
- Engaging with colleagues or other guests in any areas on property.
- Inside any indoor public space – this includes but is not limited to the Arrival Center, Body Mindfulness Center (BMC), The Life in Balance Spa, retail outlets, 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.

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The use of masks are highly suggested throughout the resort ***are not required*** in the following areas and social situations:

- Outdoor areas (pools, hot tubs, hiking trails, patios, etc.) as long as physical distancing measures are in place.
- 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.
- In designated outdoor spaces including our pool areas, outdoor pathways, outdoor seating or outdoor dining areas, and outdoor meditation spaces and gardens **when physical distancing measures are in place**.
- 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.

What if I begin to experience COVID-19 symptoms while on property?

Please call Guest Services (dial “0”) to speak with senior leadership. We will perform a wellness risk assessment. During this time, you will be required to stay in your guest room to self-isolate. While self-isolating, you will not be able to participate in any programming. Contactless dining will be provided during this time.

What other sanitation & hygiene measures can I expect to see throughout the property?

All Miraval colleagues will have a wellbeing check upon arrival to property prior to their shift.

We have increased disinfectant wipe stations and sanitizer stations throughout the property.

Public area restrooms will no longer have reusable, mini hand towels and air dryers.

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.

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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 are allowed*, however we request that the use of all other digital devices including cell phones, laptops, iPads remain limited to designated digital-device areas (noted on your property map). All spaces in the Life in Balance Spa are digital-device free areas.

Magazines, newspapers, and books will not be provided by Miraval or made available for sharing in common areas.