

LA CANTERA'S CLEAN CONNECTION

Connection with Safety as Priority One



Just like you, La Cantera Resort Spa is adjusting daily to the impact of the COVID-19 pandemic. And when connecting people is your business, the mission of The Resort is to provide the safest environment and supporting best practices as possible. The Resort leadership has teamed up with safety, engineering and chemical partners, consultants and of course adopted recommendations from the CDC in the development of supporting connection in meetings, special occasion events and social gatherings in an exceptionally safe and clean environment.

MASK STANDARDS:

🌐 The wearing of masks within The Resort, (indoor and outdoor) is voluntary, however we recommend mask wearing if you have not been vaccinated and ask that all guests use common courtesy and respect towards others that may not be in your party and maintain social distancing when feasible.

OVERALL INITIATIVES:

- 🌐 Dedicated sanitization personnel – guest and associate areas
- 🌐 Sanitizing stations throughout The Resort for guests and staff
- 🌐 Social distancing throughout The Resort as applicable by government restrictions
- 🌐 Comprehensive sanitization in public areas and guestrooms using electro-misting systems
- 🌐 Temperature testing of all associates upon entry to The Resort
- 🌐 Contact-Free services where applicable
- 🌐 Hospital Grade Merv 15 HVAC filters for HVAC system
- 🌐 Use the La Cantera Resort & Spa App for a contact-free check in/out, food ordering, maneuvering around The Resort, etc.
- 🌐 Adhering to all National, State, County and Local laws and regulations
- 🌐 Sanitizing stations at all restrooms, high touch points, and throughout function spaces and conference areas

ARRIVAL/FRONT DESK:

- 🌐 Sanitizing stations at each check-in pod
- 🌐 Desk and keys sanitized after each transaction
- 🌐 Arrival time sequencing may be managed by The Resort to ensure minimal gathering in the lobby and check-in areas
- 🌐 Luggage handling with appropriate Personal Protective Equipment (PPE) for all associates



ROOMS HOUSEKEEPING:

- Housekeeping is by request only and the room must be vacated during cleaning - please request service by 2PM same day
- Hand sanitizer in every room, replaced at checkout
- Gloves/masks worn by all room attendants when entering/servicing guestrooms
- Notecard with sanitizer highlighting product used to service room with statistical highlights
- Ecolab Products, which combats/kills 99.9% of bacteria and viruses
- One-touch terry (towels, robes, etc.)

F&B OUTLETS:

- All associates up-to-date with all certifications and new amendments regarding food handling and sanitization
- Masks worn by all service staff
- All check presenters and pens disinfected
- Enhanced cleanliness protocol to ensure high touchpoint areas are regularly disinfected
- Contact-free In-room dining

MEETING & EVENT SPACES:

- Event space setup diagrams built for current restrictions
- Staggered program breaks to minimize gatherings and contact
- Elevated plated and individually portioned buffet offerings
- Daily safety exchange with designated group contacts on request
- Packaged snacks for breaks available

We are all continuing to be agile in managing the challenges of the current environment. Given the constant flow of new intelligence and ongoing developments, La Canteras Clean Connection will continuously evolve and implement leading-edge protocols. As such, based on the most current events, CDC recommendations, emerging best practices and new products, La Canteras Resort & Spa will continue to adapt as responsible or recommended.

THE FOLLOWING ARE SOURCES AND VENDOR PARTNERS AFFILIATED WITH INSTRUCTION, INSPIRATION, CONSULTATION AND PRODUCTS SUPPORTED IN THIS PLAN:

- Centers for Disease Control (CDC)
- EcoLab
- American Hotel & Lodging Association (AHLA)
- Rejuvenate- Leader Certified, Infection Prevention & Control
- American Culinary Federation (ACF) – Leader Certified; Safety & sanitization
- Visit San Antonio (Visitor's Bureau)

The Resort is honored to be partnering with organizations that value both their attendee's safety and the power of connection. Thank you for connecting at La Canteras Resort & Spa.