

VENTANA GUEST INFORMATION

We are excited to welcome you back to Ventana Big Sur. From the moment you arrive on our 160-acre property, you'll notice increased exclusivity and privacy, paired with the spectacular surroundings and service you've come to expect.

Our most notable enhancement is a new inclusive approach, which allows you to experience Ventana like never before. And glamping guests will enjoy a flexible model that provides a highly personalized escape among the redwoods.

In addition to your comfort, safety remains a top priority: All procedures, services, and guest programming will continue to be guided by the recommendations of the CDC and local government authorities. We also are following protocols for Global Biorisk Advisory Council certification.

Below are further details about what you can count on as you journey back to Ventana Big Sur.

INCLUSIVE EXPERIENCE

In an effort to make each Ventana visit as carefree as possible, we have introduced an inclusive experience—an all-encompassing, highly customized approach that includes meals, signature activities, and more. A Leisure Concierge will help plan every aspect of your stay, which features the following inclusive offerings:

- Dining in-room (all meals), poolside on your dedicated chaise lounge (lunch), or at The Sur House—which has an all-new, spacious seating plan and is reserved exclusively for resort guests during breakfast and dinner.
- Convenient, healthy, and inspiring snacks to take on your day's adventures, along with complimentary keepsake reusable water bottles.
- Access to the resort's Signature Experiences such as yoga, meditation, Tai Chi, and daily hikes. Please visit our [Signature Experiences page](#) for a full list.
- The Ventana Big Sur picnic program.
- Access to indoor and outdoor fitness studios.
- Volvo house cars for use within a three-mile radius.
- Access to private, reservation-only indoor and outdoor wellness studios.
- The Excursion Outpost, the resort's new equipment library, featuring complimentary items for your use on picnics, hikes, adventures, and more. Please visit our [Services & Amenities page](#) for a full list.
- New outdoor lounging nooks across the grounds, perfect for couples.

Restrictions:

Please note that spa services, retail, Alila Experiences, upgraded food offerings and alcoholic beverages—including our award-winning cocktails and wines from our 10,000-bottle cellar—are available for a supplementary charge.

To maximize guest and team member safety, and to minimize the impact of capacity restraints on our ability to accommodate requests, we kindly request that you work with your Leisure Concierge to schedule meal, fitness, and activity reservations in advance of your stay. Additional private experiences are available for separate purchase.

Ventana Big Sur is an adult-only experience reserved for those 18 years of age and over. For your convenience, and to make your visit worry-free, a daily gratuity for our service team members will be added to your guest folio. Additional a la carte beverages and services are assessed a 22% gratuity that will be added to your guest folio. This offer is based on double occupancy. For single-occupancy rates, please call our Reservations Team. Rates are subject to all applicable taxes.

PUBLIC SPACES

- Ventana Big Sur has been deep-cleaned and sanitized with hospital-grade disinfectant.
 - Hand sanitizer stations are prominently placed throughout hotel public spaces, at entrances, and in employee areas.
 - Our team has increased the frequency of cleaning and disinfecting all of our public spaces, with an emphasis on “high-touch” areas. This includes door handles, public bathrooms, reception areas, restaurants, lobby furnishings/hard surfaces, pool spaces, and the fitness studio.
 - Our public spaces that offer seating, such as restaurants and the pool deck, have been configured for a minimum of six feet between couples or small groups.
 - The Monterey County Health Department has mandated that face masks must be worn while in public. To ensure safety for guests and team members, all guests will be wearing masks and all team members will be wearing masks and other appropriate equipment. Disposable masks and gloves will be available to guests upon request.
 - For your safety and comfort, emergency medical personnel are on-call.
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CONTACT-FREE ARRIVALS AND DEPARTURES

- You will have the option to valet your vehicle or self-park.
 - The World of Hyatt App provides mobile check-in and keyless entry; we encourage you to download the free app in advance of your arrival.
 - Check-in and orientation is now completed in our spacious Social House area on a tablet that is sanitized before each use.
 - Resort information will be available on our tablets.
 - Check-out will be available through the World of Hyatt App or our in-room tablets.
 - Assistance with luggage will still be available; our team will follow enhanced hygiene protocols.
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HOUSEKEEPING / IN-SUITE

- We understand that you have your own preferences regarding safety. Housekeeping service is offered on request during your stay. If you prefer daily guestroom housekeeping services, please let our front desk team know.
- Suites will be thoroughly cleaned and disinfected between guest departures and arrivals in accordance with CDC protocols.
- We will provide guests with our anticipatory service and accommodate requests with contact-free communication enhancements, including our World of Hyatt App mobile check-in and keyless entry options via smart phone, and resort information available on our tablets.
- All of Ventana’s guest suites are accessed via open-air breezeways, and there isn’t a single enclosed corridor or elevator on property. In addition, guest suites have individual heating and cooling and systems that are not shared or connected with adjacent suites.

- While we always follow best practices, we have enhanced food safety and hygiene protocols for room service. Our in-room dining experience will be a contact-free service with environmentally friendly packaging.
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DINING

- The Sur House now features fewer tables and increased exclusivity—during breakfast and dinner, the restaurant is reserved for Ventana guests only.
 - On-property dining opportunities include in-room, poolside on a dedicated chaise lounge, or at The Sur House.
 - While we always follow best practices, we have enhanced food safety and hygiene protocols for our restaurant and poolside service. This includes increased frequency of cleaning all high-touch surfaces with hospital-grade disinfectants.
 - Guests can enjoy our new Ventana Big Sur picnic program, wine tastings, private Glass House Gallery dinners, or embark on a foraging hike and garden visit followed by a meal prepared with their own fresh-picked ingredients. All experiences will adhere to CDC guidelines for gatherings.
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ACTIVITIES

- Signature Experiences such as yoga, meditation, Tai Chi, and daily hikes are included in our new inclusive rate. Please visit our [Signature Experiences page](#) for a full list and descriptions.
 - Alila Experience Program favorites are now exclusively private and are not part of our inclusive offering. All Alila Experiences such as falconry in the forest or yoga in the Redwood Circle of Life, can be arranged through your Leisure Concierge. Full details are available at www.ventanabigsur.com/activities/alila-experiences.
 - Your Leisure Concierge can answer questions about any of our activities; one will be in touch to help plan your stay once your reservation is confirmed.
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WELLNESS

- Fitness and wellness activities have been carefully considered, with additional spacing in wellness and yoga classes as well as private exercise options for every Ventana guest.
 - We have adjusted our new outdoor fitness cabanas and center to be by appointment and with reduced capacity, followed by closures between appointments for sanitation.
 - Out of an abundance of caution, and in an effort to care for our guests and colleagues, Ventana Big Sur has temporarily suspended operations at Spa Alila as well as access to our dry sauna.
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GLAMPING

- With over 20 acres, Ventana's campgrounds offer plenty of privacy and seclusion.
- In accordance with guidelines for social distancing, Ventana Big Sur resort guests and Ventana glamping guests will now enjoy distinct areas on the property. The resort grounds, including swimming pools, fitness studios, and dining facilities, are now reserved exclusively for resort guests. Glamping guests will not have access to the resort, and will no longer be subject to a resort fee.

- We have transitioned to a more flexible model that allows you to curate your own personalized glamping experience: Additional amenities such as firewood, s'mores, beverages, and a pre-order breakfast service will be available for purchase.
 - While The Sur House will be closed to non-resort guests during breakfast and dinner periods, dining is available from the SurStream as well as an array of other local restaurants.
 - Tent cabins undergo a thorough cleaning protocol using hospital-grade products to ensure full disinfection prior to check-in.
 - The Bath Houses have increased cleaning protocols and safe occupancy guidelines.
 - For more information about our glamping services and amenities, please visit www.ventanabigsur.com/glamping/ or call 855-391-8683.
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HYATT'S COMMITMENT TO SAFETY

Ventana Big Sur is instituting **Hyatt's Global Care & Cleanliness Commitment** to further enhance our operational guidance and resources around guest safety and peace of mind. Driven by Hyatt's purpose and experience delivering world-class hospitality for more than 60 years, this commitment includes three critically important initiatives

- An accreditation process by the Global Biorisk Advisory Council (GBAC) at all hotels around the world.
- New colleague training and support resources, with at least one person at every Hyatt hotel trained as Hygiene Manager.
- A cross-functional working group of medical experts and industry professionals that will contribute to various aspects of the hotel experience.

To learn more about Hyatt's Global Care and Cleanliness Commitment, please visit <https://www.hyatt.com/info/global-care-and-cleanliness-commitment>.

For additional questions, please contact our Reservations Team.