



The safety and wellbeing of all our guests and employees is our top priority at The **Vail Racquet Club Mountain Resort**. Weather this is your first visit, or you are a returning guest, we want you to be prepared for what you may expect during your stay.

### **Risk Free Reservations:**

For the time being, we are offering a more relaxed booking policy. We hope this allows you to make the best possible, worry free plans for your next trip to Vail.

**No Deposit Required:** No deposit is required for stays dates now – May 31, 2021. Full payment is due 7 days prior to arrival for both summer and winter season. At that time, the stay will be nonrefundable. Stays falling within the **Holiday Season** will require full payment November 1, 2020.

**No Change & Cancellation Fees:** This also means, any new bookings made directly through the VRCMR will not incur a change or cancellation fee if made outside of 7 days prior to arrival or prior to November 1 for **Holiday Season** stays.

*For any changed reservations, the arrival date will be honored for dates prior to May 31, 2021. These policies may change at any time without notice.*

### **Limited Amenities:**

The VRC is following the guidance of public health officials to ensure we meet all needed protocols for sanitizing and social distancing. The adult hot tub, locker room showers, sauna and steam rooms are currently closed. The pool is open by reserved time only at a limited capacity. Guests of the resort will receive a link in your confirmation email for booking pool time. Other amenities may be restricted or unavailable please [see details for all amenities here](#).

### **REQUIRED Public Health Order for all Visitors:**

Each business has implemented a Social Distancing Protocol to decrease COVID-19 exposure risks for customers and employees. While we encourage you to take advantage of your stay here, we are still taking the coronavirus concerns very seriously and ask that you adapt to the same expectations of our residents.

**To ensure you enjoy your stay while decreasing the risk to yourself or family, you should be prepared to follow the 5 Commitments of Containment while visiting Eagle County:**

- **I will maintain 6 feet of physical distance**
  - Keeping your physical distance from others is one of the most effective prevention measures.
  - This includes any person who is not from your household or traveling group.
- **I will wash my hands often**
  - Especially after visiting public settings, businesses, and before eating or touching your face.
- **I will cover my face in public (REQUIRED for all within Eagle County) \***
  - Indoor public spaces: Individuals must wear Face Coverings when entering and inside any place of business or public indoor environment, such as a retail store, grocery store, post office, library, government buildings, theaters, and the like.

- Outdoor public spaces: Face Coverings are not required when in public outdoor spaces unless six feet of physical distance from non-household members cannot be maintained over a period of 15 minutes or longer.
- If a client refuses to comply with the expectations of this public health order and refuses to vacate the premises, businesses may call law enforcement to enforce trespassing and/or public health violations.
- Wearing a Face Covering does not replace the requirement to maintain the minimum physical distance of 6 feet from non-household members.
- **I will stay home when I am sick.**
  - Isolating yourself from others in your household will help protect them and limit the spread.
  - Staying home also prevents the spread to co-workers, friends, or neighbors.
- **I will get tested immediately if I have symptoms.**
  - Testing is a key strategy to help contain the virus.
  - The earlier you know, the fewer people you will spread it to.

It is important to check for symptoms before you travel. If you have any symptoms consistent with COVID-19 in the 14 days prior to your trip, our public health order prohibits your visit to Eagle County. Many local lodging operators are implementing relaxed cancellation policies to help out should this occur, and you need to cancel or delay your travel. Please check with your lodging operator to confirm their policies.

Although our community and local businesses are doing a lot to help reduce the risk of exposure to COVID-19, no public environment is completely risk-free. The commitments outlined above will help protect yourself and our community, both while you are here and long after you've left.

If you develop illness during your stay, you will need to stay within your lodging unit and refrain from going into public unless you are accessing one of our local [testing clinics](#). If you are confirmed with COVID-19 during your stay, you may need to extend your stay until you have completed 10 days of isolation. Similarly, if you have been exposed to someone confirmed with COVID-19, you may be required to extend your stay to complete a required quarantine of 14 days. In any instance, if you need to extend your stay this will be at your own expense.

Further information related to expectations for all people that live, work, visit or play in Eagle County can be found in our [Eagle County Public Health Order](#). In addition, many important links for information can be found at [ECEmergency.org](#).

Thank you in advance for helping to protect yourself and our residents during your stay. If we can help with anything during your time with us, please call our Front Desk at 970-476-4840. The Temporary Front Desk Hours are currently 7AM to 7PM.

***Welcome to East Vail, where you and your family can Explore the Distance!***

The Vail Racquet Club Mountain Resort Staff

\* Exceptions - Face Coverings are not required:

- For persons under two years of age.
- When seated for dining or consumption within a restaurant or bar.
- Where wearing a Face Covering would inhibit an individual's health due to an existing health condition.



- **When exercising in a gym or fitness center when wearing a Face Covering is not physically possible.**
- Within an indoor workplace setting when the general public is not = present AND persons can maintain at least 6 feet of physical distance from other people at all times.