



We are excited to welcome you back to The Villas at Poco Diablo in beautiful Sedona, Arizona. Since we closed our doors in March our team has been hard at work preparing the resort for your arrival. The health of our team, guests, and local community remains our primary concern and we would like to share the steps we are taking to protect you on your upcoming visit.

General Resort Information

- ❖ All villas have been deep cleaned and thoroughly sanitized.
- ❖ Signage has been posted throughout the resort promoting proper social distancing and sanitation practices.
- ❖ All team members are required to complete a wellness assessment prior to each shift.
- ❖ All team members are continually trained on the latest best practices issued from the CDC and State and Local Health officials as well as our enhanced cleaning and sanitizing protocols in place.
- ❖ Personal protective equipment (PPE) will be worn by all team members in accordance with the latest recommendations from the CDC and State and Local Health officials.

Arrivals and Departures

- ❖ Limited check-in stations will be utilized and lobby occupancy is limited to two guests at a time. Over-the-phone check-ins are also available upon your arrival. Dial 928.204.3300 and we will deliver your check-in packet to your car.
- ❖ All check-in stations and credit card docks will be sanitized before and after each use.
- ❖ Express check-outs will be completed over the phone.
- ❖ Updated resort and area information will be emailed to the address provided at check-in.
- ❖ Personal disinfectant bottles and PPE are available to guests upon request while supplies last.

Housekeeping

- ❖ Daily housekeeping cleanings are not available. Linens, towels, and amenities are available for delivery.
- ❖ Villas will be ventilated, thoroughly cleaned and sanitized using the latest guidelines from state and national health authorities in between stays.
- ❖ We have reduced the amount of extra linen and towels in the villas and removed extra pillows and blankets. They are available on request and will be delivered to your door.
- ❖ All paper products and unused amenities will be replaced during the deep cleaning after every departure.
- ❖ Frequently touched items such as in-room directories have been removed and are available electronically.





Activities and Amenities

- ❖ Pools and spas are open with reduced occupancy. Furniture has been reduced and arranged to allow for proper social distancing. All furniture and entrances are sanitized prior to opening and regularly throughout the day.
- ❖ Unfortunately the gym at our sister resort, Sedona Springs, is closed until at least July 27, 2020 per the Governor of Arizona's Executive Order 2020-43.
- ❖ The game rooms are available by reservations only. They are thoroughly cleaned and sanitized before and after each group.
- ❖ Select Resort Activities are scheduled throughout the week. There are occupancy and distancing restrictions in place.
- ❖ The gift shoppe at the Villas of Sedona is currently closed.

Our team is excited to welcome you to your home away from home. If there is anything we can assist you with, please give us a call at 928.204.3300

These procedures are subject to change based on guidance from the CDC and Local and State Health Departments.

