Tanque Verde Ranch’s StaySafe Initiative
UPDATED MAY 27, 2020

We are implementing a limited contact procedure resort-wide. All departments will be affected in some way. These procedures are structured to keep you, your family, and our staff safe. Our StaySafe initiative will help you create memories while keeping safety in mind.

We will update this page as changes occur. We stay in contact with our Governor, state representatives, and health officials to ensure we start amenities at the proper times and when it will be the safest for all our guests and staff. Remember, if you feel sick, stay home.

CHECK-IN
All check-ins will be in our Reception Building. Please stay 6 feet away from other guests.

Following all stays, for the health and safety of our guests and staff, we must allow adequate time to sanitize and clean each unit. When your room is ready, you will be contacted via cell number. Please make sure we have the proper number on file for you.

CHECK-OUT
Check out time is noon. To check out, please dial ‘0’ from your room or call directly at 520-296-6275. No in-person check-out will be available. We are happy to e-mail you a copy of your bill.

We encourage you to rebook before departure to ensure your preferences for your vacation next year. Please make sure we have your most up-to-date email and phone number to ensure your rebooking goes seamlessly.

ACCOMMODATIONS
The housekeeping process has changed. Each accommodation will be thoroughly cleaned and sanitized before your arrival based on recommendations from the CDC.

If you need additional linens, towels, etc. please notify housekeeping by dialing ‘0’ from your room or call directly at 520-296-6275 to discuss the process for exchange.

Public area bathrooms, door handles, furniture, and other high touch areas will be wiped down several times each day.

RESTAURANTS
• We will re-open with menu service only on Sunday, May 17th.
• Every second table will have a reserved sign in place to promote social distancing.
• The Doghouse is open Friday and Saturday, 5pm -9pm. Days of operation vary the rest of the week. Please call for current information.
• The beverage and snack station in the Buena Vista room will be closed temporarily.
RECREATION
- Our current activity schedule is on our website. Public is welcome, and activities are based on occupancy levels.
- Our Fitness Center is open. Only two people allowed at a given time unless they are from the same household. Please keep at least 6 feet away from others and limit your workouts to 30 minutes if someone is waiting.
- Kid’s Club will begin for the summer on May 21st with social distancing and possible activity restrictions.

SWIMMING POOLS
- Stay at least 6 feet away from other patrons.
- If you are at higher risk for severe illness, you should avoid visiting pools. People at higher risk for severe illness include adults 65 or older and people of any age who have serious underlying medical conditions.
- Do not touch your eyes, nose, or mouth.
- After leaving the pool, use hand sanitizer. When you get home, wash your hands with soap and water for at least 20 seconds.

According to the CDC, there is no evidence that the virus that causes COVID-19 can be spread to people through water in pools, hot tubs, spas, or water play areas.

NATURE CENTER
Will open Sunday, May 17th with restrictions on occupancy levels.

SPA
La Sonoran Spa is now open and available for appointments.

We are all in this together. Thank you.