

## COVID-19 Update

6:05 p.m., Wednesday, July 8, 2020

Dear Preserve Community,

As communicated yesterday, we received notification that a staff member in the Food and Beverage department has potentially been exposed to COVID-19. Since then, we have learned that there are two additional staff members in the Food and Beverage department with potential exposure. All three staff members have been furloughed and are undergoing testing. We will communicate further information once results have been received.

Please find below a list of dates and locations when these individuals were working on The Preserve over the past 5 days:

Friday, July 3	Saturday, July 4	Sunday, July 5	Monday, July 6	Tuesday, July 7
Golf Clubhouse Dinner Service	Hacienda Dinner To-Go Service	Golf Clubhouse Lunch Service	Staff Members Not Scheduled	Hacienda Dinner Service
Hacienda Movie Night		Hacienda Dinner Service		

### HEALTH, SAFETY AND PREPAREDNESS

In an abundance of caution, we have closed all Food and Beverage operations and Hacienda/Ranch House Lodging for a period of time specifically noted below. Other Club facilities and services will remain open with operational adjustment as described herewith.

We are making arrangements with a professional service who will clean and sanitize all areas potentially affected.

Additionally, we will be urging all of our Food and Beverage staff to get tested for COVID-19 and subsequently, requiring negative results before returning to work.

Further, on behalf of The Preserve Board of Directors, we ask that all Members and their guests strictly adhere to guidance on [social circles](#), social distancing and [face covering](#) (mask) protocols as set forth by Monterey County and the State of California.

### STAFFING AND SERVICES

We care deeply about the health, safety and well-being of our Staff, Owners and Members, and make it a priority to ensure that our practices consider these factors at all times. **As of today, July 8, 2020, The Preserve's available Club services are as follows** (all other areas such as Gatehouse and Security, Ranch Operations and Resident Services are business as usual):

### RANCH CLUB

Food & Beverage Services - **Closed**  
**Closed Wednesday, July 8 through Thursday, July 23. (Dates tentative based on test results)**

**Contact:** [rtoves-favero@santaluciapreserve.com](mailto:rtoves-favero@santaluciapreserve.com) | (831) 293-4897

Hacienda/Ranch House & Glamping - **Closed**  
**Closed Wednesday, July 8 through Thursday, July 23. (Dates tentative based on test results)** *Current in-house guests may stay until their scheduled departure, but will be provided with no in-house food and beverage services.*

Concierge Services - **Open**

Staff is available on a remote basis via email and phone.

Hours: 9:00 a.m. - 5:30 p.m., daily

**Contact:** [concierge@santaluciapreserve.com](mailto:concierge@santaluciapreserve.com) | (831) 620-6821

Hacienda Pool - **Open\***

Available by reservation.

Hours: 7:00 a.m. - 8:00 p.m.

**Contact:** [concierge@santaluciapreserve.com](mailto:concierge@santaluciapreserve.com) | (831) 620-6821

Sports Center & Polo Pools - **Open\***

Polo Pools available by reservation Friday, Saturday and Sunday. Available Monday–Thursday at a max capacity of 40 persons.

Hours: 7:00 a.m. - 9:00 p.m.

**Personalized Mini Day Camps** will continue as scheduled. Campers will be asked to bring their own lunch. Snacks and beverages, purchased from a local grocery store, will be provided.

**Fitness Classes and Personal Training** will continue as scheduled.

**Contact:** [recreation@santaluciapreserve.com](mailto:recreation@santaluciapreserve.com) | (831) 620-6851

Moore's Lake - **Open\***

Hours: Sunrise to Sunset

**Contact:** [recreation@santaluciapreserve.com](mailto:recreation@santaluciapreserve.com) | (831) 620-6851

Equestrian Center - **Open**

Hours: 8:00 a.m. - 5:00 p.m.

**Contact:** [equestrian@santaluciapreserve.com](mailto:equestrian@santaluciapreserve.com) | (831) 620-6856

**Equestrian Camps** will continue as scheduled. Campers will be asked to bring their own lunch and will enjoy a pizza lunch provided by a local pizzeria on the final day of camp. Snacks and beverages, purchased from a local grocery store, will be provided.

**Trail Rides and Lessons** may be reserved as usual.

*\* Members are encouraged to bring their own refreshments to enjoy while the clubs' food and beverage services are closed. In compliance with our liquor license requirements, **NO personal alcoholic beverages are permitted on the premises.***

## **THE PRESERVE GOLF CLUB**

### **Golf Shop - Open**

Hours: 7:00 a.m. to 6:30 p.m., daily

Please observe posted signage and protocols requiring the use of sanitizer prior to entry and upon exiting, and note that masks are required at all times when indoors and are required outdoors when social distancing of 6 feet is not feasible. The Golf Shop is currently available to a maximum of two visitors at any one time.

### **Golf Course & Practice Range - Open\***

Hours: available via tee times from 8:00 a.m. to dusk, daily.

Practice Range: open from 7:30 a.m. to dusk on a daily basis, closing at 6:00 p.m. on Mondays and 5:00 p.m. on Thursdays for maintenance.

### **Clubhouse/Locker Rooms - Closed**

Closed, including all food and beverage services. The golf staff will be available to retrieve locker items upon request.

### **Restrooms in the Clubhouse Hallway - Open**

Restrooms are available in the Clubhouse hallway and are thoroughly cleaned and sanitized throughout each day. Those entering the Clubhouse are reminded of the need to wear masks and to use the sanitizer dispenser prior to entry and upon exiting the building.

### **Course Maintenance**

Golf course maintenance will continue to operate on their normal schedule.

**Contact:** [golfshop@santaluciapreserve.com](mailto:golfshop@santaluciapreserve.com) | (831) 620-6871

*\* Members are encouraged to bring their own refreshments to enjoy on the golf course while the clubs' food and beverage services are closed. In compliance with our liquor license requirements, **NO personal alcoholic beverages are permitted on the premises.** Bottles of water will be provided in each golf cart and upon request for walking players, but all ice water coolers have been removed from their stations on the golf course.*

## **REMINDERS**

Preserve Advisories will be sent out as the situation unfolds. If you would like further information on COVID-19 here are links to helpful resources:

[Centers for Disease Control and Prevention \(CDC\)](#)

[Monterey County Health Department](#)

We thank you for your understanding and for taking the same precautions that we are exercising at The Preserve. Please contact [Forrest Arthur](#) with any questions or concerns at (831) 229-1125.

Santa Lucia Preserve | One Rancho San Carlos Road | Carmel, CA 93923 | [\(831\) 620-6700](tel:8316206700)