

Cheers to your Healthy Vacation!

Here at Villa Santa Cruz, we are taking extra precautions and ramping up our exceptionally high standards to ensure a safer, comfortable travel experience. Some highlights of what we're doing to ensure your safety and comfort while staying with us include:

General Precautions

- Staff must wear masks at all times. Masks available for guests as well.
- Staff will wash hands thoroughly or use antibacterial gel every 30 minutes.
- Social distancing maintained among guests and staff.
- Staff and guests must sanitize shoes on the provided mat at the front entrance.
- Staff temperatures will be taken every morning and guest temperatures will be taken upon arrival.

Reception

- “Reduced Contact Check-In & Check Out”
 - Check In: An envelope will be placed out for each guest, containing their bill and room key. There will also be general information, including a WhatsApp number (+52 33 1219 0553) and email address (paul@villasantacruz baja.com) to request additional assistance or to order breakfast/lunch and room/pool service.
 - Check Out: Your final room bill will be emailed to you on the morning of check out. Once authorized by the guest, we will run the card on file.
- We kindly ask guests to respect social distancing markers.
- Room keys will be sanitized.

Cleaning, Housekeeping & Turndown Service

- **For shorter stays of 1 - 2 nights:** In lieu of daily in-room housekeeping services, rooms will be stocked with additional towels, toiletries, supplies, etc. Please request more as needed. Our cleaning staff will not enter your room during your short stay.

- **For longer stays of 3 nights or more:**
 - In lieu of daily in-room housekeeping services, rooms will be stocked with additional towels, toiletries, supplies, etc. Please request more as needed.
 - If you would like your room cleaned, we kindly request that you reserve this service one day in advance with our Front Desk. To maintain the safety of our staff and guests, please plan to vacate your room for a **4-hour window**.
 - Before heading out, **please leave all windows open** to allow fresh air to circulate the room.
 - Our staff will enter your room 1 - 2 hours after you, will then clean/service the room and leave everything ready for your return. We will notify you via text message when the room will be ready for you.
 - **Daily:** Please place all dirty linens and trash in provided cloth or plastic bags and set outside your door. Please also placed used coffee trays/room service items outside for collection.
- **Turndown Service:**
 - On the evenings you'd like turndown service, please inform the Front Desk/WhatsApp number at the time you head out for dinner. We kindly request that you leave windows open.
 - Our staff will enter your room one hour later for a quick cleaning pass and to beautifully prepare it for a good night's sleep.
 - If you prefer that no one enters your room, we will leave a sweet treat outside your door to enjoy upon your return in the evening.
- After check out, Guest Rooms will be deep cleaned and sanitized after the guest's departure. Once the room is ready, a "sealed" sign will be placed on the door with a timestamp indicating the last time someone entered the room.
- All high-touch surfaces will be cleaned twice daily in common areas. This includes doorknobs, light switches, tables, chairs, handrails and commonly touched surfaces in the pool bathrooms, point of sale devices, etc.

Food Service

- [Breakfast](#) & [Lunch](#) menus will be emailed to you in advance and are accessible from the website. You are welcome to “dine anywhere.” We will happily deliver meals to your room, the pool or palapa. Please place your orders via WhatsApp.
- Dining Area tables are widely spaced out to observe social distancing.
- We have eliminated our coffee/tea station and instead carafes will be placed on guest breakfast tables.
- For lobby snacks and beverages, please request directly at reception or via WhatsApp.
- “Knock & Drop Room Service.” Room service trays will be delivered outside your room door with a quick knock. Please place dirty trays outside your room for collection.
- Staff will clean and sanitize utensils and surfaces in the kitchen regularly.

If someone is sick...

- If a guest or staff member has a fever and/or other signs of sickness (cough, shortness of breath, etc.), they will be sent to an isolated location on property and we will assist in procuring further medical attention. Please inquire for details.

Please let us know how we can assist you! We are here for you, continuing to deliver generous-spirited hospitality to everyone who walks through our doors.

