



Ojo Spa Resorts is determined to keep your health and well-being a top priority as we open our facilities in stages. During these unusual times, we are implementing cleaning and safety measures to ensure a healthy environment for our guests and staff.

We are following the CDC and NM State guidelines on cleaning and disinfecting protocols, including regularly cleaning high-touch surfaces and maintaining hand washing standards.

We are complying with social distancing requirements such as wearing face coverings and maintaining a six-foot distance when possible.

We are using a 3% hydrogen peroxide solution that has under one-minute contact time for disinfecting, to be used on our room accommodations, at the spa, and all public areas.

We use an EPA-approved cleaning solution that has under one-minute contact time for disinfecting, to be used on all public areas throughout the property.

Pool Sanitation

Ojo Santa Fe takes the disinfection and sanitation of the natural spring waters within our soaking pools seriously. Below are the steps taken to ensure the safety of our guest and employees.

Repose Pools (Natural Spring Waters)

- Each of the 4 Repose pools receive a continuous flow of fresh spring water straight from the ground
- All pools are swept and vacuumed Daily
- All filters changed daily
- All water runs continuously through a 20 micron filter, ozone, and 240 Watt UV treatment
- A residual concentration of 50 PPM hydrogen peroxide is maintained at all times
- Once a month, each pool is emptied, deep cleaned, sterilized, and refilled. Handrails and other high touch surfaces are sanitized and disinfected throughout the day and between use with 3% hydrogen peroxide solution

Ojito Saltwater Pools

- Each of the Ojitos Pools are swept and vacuumed daily.
- All Filters are changed daily
- Tested daily for proper levels of chlorine, PH and Alkalinity.
- Tested weekly for proper levels of salinity and calcium.
- Once a month each pool is drained, deep cleaned, and refilled
- Handrails and other high touch surfaces are sanitized and disinfected throughout the day and between use with 3% hydrogen peroxide solution.

Ojitos Tubs

- Drained and deep cleaned completely after each use.
- Sprayed and left "wet" utilizing 3% hydrogen peroxide.
- Handrails and other high touch surfaces are sanitized and disinfected throughout the day and between each use with 3% hydrogen peroxide solution.

Junior Olympic Saltwater Pool

- Vacuumed daily.
- Daily testing for proper levels of PH, Alkalinity, and chlorine
- Tested weekly for proper salt and calcium levels.
- Handrails and other high touch surfaces are sanitized and disinfected throughout the day with 3% hydrogen peroxide solution

New Soaking Pool *temporarily closed*

- Vacuumed Daily
- Tested Daily for proper levels of PH, Alkalinity, and chlorine.
- Tested weekly for proper salt and calcium levels.
- Handrails and other high touch surfaces are sanitized and disinfected throughout the day with 3% hydrogen peroxide solution
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Spa Opening Protocols

At Ojo Caliente and Ojo Santa Fe Spas we care about your health and wellbeing. During these uncertain times we are implementing measures and instituting safeguards to ensure a safe environment for everyone.

COVID-19 Precautions

- We are New Mexico COVID-Safe Certified and are following all CDC and ISPA's guidelines on cleaning and disinfecting protocols, including regularly cleaning high-touch surfaces.
- We are complying with social distancing requirements established by the CDC, including wearing face coverings and maintaining six-foot social distancing when possible.
- We are operating at 25% of fire code capacity.
- We encourage all staff and guests to wash hands or use hand sanitizer when entering our spa. • No walk-in appointments are accepted at this time.
- Our check-in process and waiting area are set up to accommodate physical distancing and minimize contact.
- We've adjusted appointment times for enhanced cleaning between guests.
- All product containers, massage tables, and accessories used in treatments are sanitized between uses.
- There will be no cancellation charge for rescheduling appointments due to signs of illness.
- We remove all books, magazines, or any shared materials away from the waiting areas.
- We are carefully monitoring our pools to ensure social distancing is maintained.
- We are implementing a brief guest intake to check for COVID-19 symptoms.
- We use an FDA-certified no-contact infrared thermometer for temperature checks for every spa guest and all staff arriving to work each day.
- Guests or staff with temperatures above 100.4 degrees Fahrenheit will have to reschedule.
- We will adjust our Spa operating policy accordingly as new laws and ordinances at the local, state, and national levels are updated.

We apologize in advance for any inconveniences while we are taking these precautions to keep everyone at Ojo Santa Fe Spa safe and well.

COVID-19 Symptoms Questionnaire for Reservations

1. Have you been in close contact with a confirmed case of COVID-19?
2. Are you experiencing a cough, shortness of breath, or sore throat?
3. Have you had a fever in the last 48 hours?

Reservations tell all guest if they show signs of illness prior to their scheduled appointment there is no cancellation charge although 24 hours is preferred. Let them know we will follow up 24 hours before their appointment to check in again with the same questions if they are booking in advance.