



## LOST CREEK Ranch & Spa

Dear Lost Creek Family,

I have spoken with many of you over the past months and see how eager all of you are to get out and experience the ranch. We are excited to have you for our 52<sup>nd</sup> season! The health and safety of you and our team is our top priority from arrival to departure. To that end, allow us to share with you our plans for the coming summer. We want you to be confident knowing that we are taking the necessary steps and following best practices to provide you with an experience that is not only memorable, but safe, for you and your family when we open on June 28<sup>th</sup>.

What do you need for a great ranch experience?

- Safe Experience ✓
- Great People ✓
- Fun Activities ✓
- Beautiful Location ✓

Looking first and foremost to safety, we will be conducting wellness checks on all guest arrivals and daily wellness checks on our team members. Lost Creek Ranch will assist anyone who does not pass a wellness check with receiving a coronavirus test in Jackson; test results must be negative to be at the ranch. We will also be providing enhanced cleaning and sanitization protocols throughout your stay. Rest assured knowing that your cabin is entirely your own and that our team will not enter for the duration of your stay. Between stays we will thoroughly clean and sanitize the cabins to be ready for the next guests. The lodge, bar, and billiards room will be open but will be coordinated to enable distance between guests.

This season you will receive a ranch kit in your cabin that will include: LCR branded stainless water bottles, branded handkerchiefs, branded playing cards, and coloring books. It will also include some sanitation items: 3 ply masks, gloves, hand sanitizer, and cleaning products, which augment the supplies we will readily have available throughout the ranch. While it is pretty common to see cowboys with a bandana, all staff will be wearing face masks this year whenever social distances cannot be assured.

We want you to feel secure and to that end we will be utilizing DocuSign for our check-in procedure to minimize contact and touch points. For check-out, a team member will come to your cabin deck to review your stay and answer any questions that you may have.

We would encourage you to consider renting a car for your stay with us. Airport shuttles will still be available at no extra charge, however, there may be extended wait times as the number of families per shuttle will be limited. Renting a car will enable you to have added flexibility to explore the national parks and the town of Jackson if you choose.

Horseback riding is the foundation of a guest ranch, and our foundation remains as strong as ever in 2020. While we will be minimizing touch points and sanitizing daily, the experience will be largely unchanged with an assigned horse and tack for the week and spectacular riding. And if you are walking a bit too much like John Wayne you can sign up for a hike, float, yoga class or massage to change things up. All will be available, though spacing will be limited for each session. New for this season we will be doing yoga on the lawn with a view of the Tetons!

Current health guidelines have resulted in some changes to the available activities and the way in which we will operate this summer. We want to be clear in what will be available—and what will not be available—so

you can make the right decisions for your family. We invite you to be flexible with us, as this offering may change over the course of the summer.

If you would like some time away from the kids, drop them off at Kids' Program and know they will have a great time with our team members. This season we will be centering our Kids' Program exclusively around outdoor activities and it will be available daily in the morning and afternoon. Kids program will operate in small groups and with structured activities with physical distance inherent to them. Children older than four are welcome unaccompanied, and those four and younger are welcome with a suitable family member to be responsible for their care.

The spa, fitness center, and pool will be open for your enjoyment though there will be more restrictions in place. We will have increased spacing of cardio equipment and the pool will be open for lap swimming for people 12 and older. We will not be opening the sauna, steam room and hot tub this year as a health precaution. For the enjoyment of our younger guests we will be adding fun sprinklers to adjacent lawns until, and after, restrictions are relaxed. Beside the pool you will also find lawn games, volleyball, and a basketball hoop for some fun family leisure time.

Our fantastic culinary team headed by Executive Chef Kyle Bronson is ready to provide an unforgettable dining experience. For the first time you will have the option of full-service dining not only in our spacious dining room, but also on our deck in open air: both with stunning views of the Teton Range. Another first is the option to request takeout for lunch or dinner or have the meals delivered to your cabin. No matter which you choose the food, the views, and the experience will be sure to impress. In your cabin, refrigerators will be stocked with snacks, fruit, tea and coffee and any requested items from the kitchen.

We will also have some fantastic evening activities available after a fun day at the ranch. You can look forward to hearing from a naturalist about the animals and environment of the valley. An astronomer will bring the stars and Milky Way to you. The Teton Raptor Center will bring rescued birds of prey and offer insight and stories about these beautiful animals. You can also watch a western classic film under the stars and with the Tetons in full view.

While we encourage you to settle in to your week at Lost Creek, and enjoy the natural beauty and activities of the ranch, we recognize that many of you may wish to explore Jackson Hole and we are happy to make those reservations on your behalf. The Jackson Hole Rodeo is not available this season, but many other activities remain Whitewater rafting, Yellowstone tours, fly fishing, biking, kayaking, paragliding, zip lines, ropes courses, and more can all be booked.

This summer is a fantastic opportunity to make the most of Lost Creek and enjoy the beauty in which we find ourselves. Some things will not be available, some things will be modified, and some things will be entirely new. What will remain the same is our commitment to the wellbeing of our guests and team and to providing an exceptional experience. Whether you spend your time at the barn, on the river, in the mountains or by the pool, you will make memories to take home with you to last a lifetime.

From all of us at Lost Creek Ranch, we are ready for the summer ahead and eager to share it with all of you!

A handwritten signature in black ink, appearing to read 'Dylan King'.

Dylan King  
General Manager  
Lost Creek Ranch & Spa