



Pyramid Promise: Clean, Safe and Fun

As the nation continues to recover from the impact of COVID-19, the health and wellbeing of our guests, staff and animals is of paramount importance. As we continue to monitor and follow the guidelines set forth by the Center for Disease Control (CDC) and governmental officials, the cleaning and maintenance practices at the Moody Gardens Hotel are at the highest standards to ensure your stay is completely comfortable, enjoyable and **clean**.

While we were closed: During the past several months, a small staff of team members, kept the facility going and maintaining all of the things we normally take for granted. The core staff continued to operate the hotel from an administrative stand point, working with our current and future guests on rearranging group meetings and family vacations. Our Maintenance team cared for the HVAC, energy controls and life safety equipment, living plants (we have a bunch) and protecting the hotels physical asset. We also took this time to make some needed repairs that otherwise would have interrupted our guests' stay and to give the hotel some TLC.

Upon our reopening, we want you to be able to relax and feel confident that things are being taken care of. For this reason, we feel it is important to share the steps that are being taken to ensure your experience is **clean, safe** and **fun**.

Advanced Associate Awareness: For our staff's personal health and safety and that of our guests, Moody Gardens has implemented training and increased protocols to provide the cleanest environment possible. From handwashing and hard surfaces, to all the details in your room and the places in between, we've got you covered.

- **Handwashing and Hygiene:** The CDC has provided guidelines for washing our hands frequently and thoroughly. We are also reminded to keep hands away from our faces. We implement these practices throughout our property and offer reminders in-room and around the property for our guests to do the same as a way of keeping ourselves and our environment clean. Our staff will all be required to use PPE based off of their specific job roles at the resort and if you wish to wear a mask or gloves, we encourage you to use these items. Masks and gloves will be available to all guests upon request.
- **Guest Room Cleaning Protocols:** Take comfort in knowing there is a thorough cleaning and disinfection process in each room before and after each guest visit with special attention to high-touch areas. We have increased our already hospital grade sanitation levels to include the use of a safe and highly effective misting machine that will treat all guest room surfaces including soft goods, carpets, window treatments and closet spaces. We will also be discontinuing in-stay cleaning of guest rooms unless requested. Additional guest supplies will be available upon request
- **Clean Public Areas:** From the point of check-in to departure, ongoing cleaning and disinfection protocols are in place that ensures everything from countertops and key cards to door handles, elevator buttons, restrooms, restaurants and other public areas are given the essential attention required. Hand sanitizer stations can be found throughout the property for everyone to use as needed along the way.

- **Hotel Pools:** The hotels pools will have additional protocols to ensure that all of our guests that choose to use this amenity have fun while staying safe in this high occupancy area. We have reduced the size of seating areas in our pool areas to promote social distancing and guest and staff safety
- **Behind the Scenes:** From kitchens and laundry rooms to employee break areas, entrances, offices and other spaces, the same high standard for cleaning is used behind the scenes as in public areas for the health, safety and peace of mind of our guests and staff.

Clean, Safe and Fun this is our promise to you. We invite you to a place of comfort in your Happy Place at Moody Gardens.