

Dear Distinguished Guest,

It is with gratitude that we welcome you to The Broadmoor. Your loyal patronage is valued and never taken for granted, as we continue our legacy of luxury service over a century strong. Based on today's heightened safety and hygiene awareness, we have enhanced our already elevated standards of cleaning protocols. To further create a sense of security and ensure that our environment fits your level of comfort, the following temporary changes have been instituted:

- Per the updated State of Colorado and El Paso County guidelines, masks are not required to be worn indoors or outdoors. Masks are still recommended for non-vaccinated individuals and will be worn based on the aforementioned and/or comfort level. This applies to all Guests and Broadmoor Staff Members.
  - The Mask Mandate remains in effect during any public transit on all Shuttles/Vehicles to include: Hotel Proper, Wilderness, Seven Falls, Zoo, Cog Railway and Airport.
- While providing the highest standard of service, your guest room has been prepared based on the most stringent Housekeeping guidelines as directed by the CDC, Colorado and El Paso County recommendations.
- Ecolab hospital-grade cleaning and disinfectant products are utilized on all surfaces and touchpoints.
- As an extra layer of protection, EPA and FDA approved Penetrex, an antimicrobial coating, has been applied by electrostatic sprayer to all common public areas according to the manufacturing application guidelines.
- **As a reminder, if you are traveling with and using sanitizing wipes, they are non-flushable.**
- Housekeeping Day Service remains a standard to freshen your room between the hours of 8:00am - 4:00pm.
  - ***If you wish to forego Daily Service, please signify by activating your privacy light.***
- Housekeeping Turndown remains a secondary service to refresh your room between the hours of 5:00pm - 9:00pm.
  - ***If you simply wish to forego Turndown Service, please signify by activating your privacy light.***
- We continue to support our Colorado Green efforts, with a three-day linen change, unless otherwise requested.
- All decorative bedding has been removed.
- Newspaper delivery has been temporarily suspended; however, Press Reader provides online access to 7,000 newspapers and magazines on your mobile device.
- Our Guest Service Directory, In-Room Dining Menu, and overview of Dining & Activities are available via your in-room Television Guide *Hotel Menu* and by "At Your Service" text messaging as noted below.
  - ***"At Your Service" is a convenient texting option to request any additional Housekeeping items or Broadmoor services. Please text (719) 249-8399.***
- Minibar items have been removed, allowing a *cooler* for personal use.
- Expedited checkout may be completed by utilizing your Television Guide *Hotel Menu*, allowing immediate checkout, with your final statement sent to your email address on file.

We trust that all of the aforementioned, combined with our *2021 AAA Housekeeping Award, Ecolab Science Certification and Forbes Health Security Verified*, enhances peace of mind, knowing that your safety, care and comfort are always our top priority. Please do not hesitate to let us know if there is anything further that can be provided to make your stay more enjoyable.

Respectfully yours,



Ann Alba  
Vice President and Resident Manager