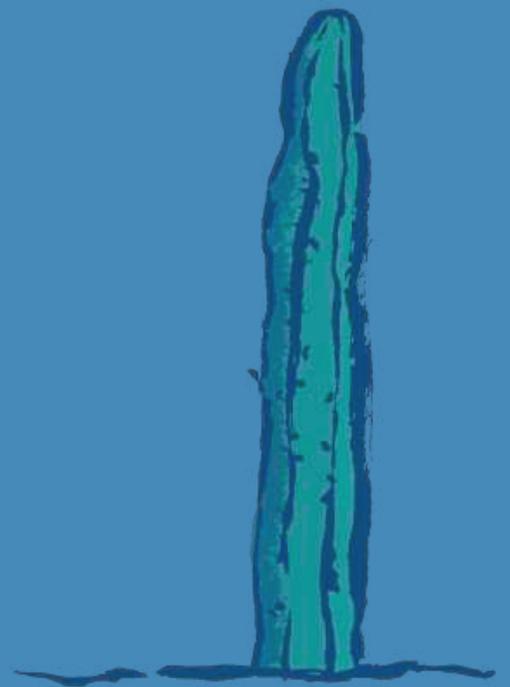


TWO BUNCH PALMS

GUEST GUIDE TO THE NEW NORMAL

Updated August 14, 2020





Welcome Back

Hey, it's been a while. We're excited to welcome you back to our little oasis. As you can imagine, we've spent the past couple of months carefully preparing for your return.

Our immediate goal has been to re-open in an environment you can enjoy safely, while not sacrificing a true Two Bunch experience. In order to accomplish this, we've reduced our rentable rooms down to half for the month of September. We've also left extra days in between stays for deep cleanings.

We've further adjusted operations to keep up with the changing world - including the addition of new, socially distant activities outside for you to enjoy. As a thank you for understanding these changes, we're waiving the resort fee for the entire month of September. The fee will be removed upon check in.

We will maintain this new normal as long as necessary to ensure the safety of guests and staff, however, we intend on adding additional services, rooms and programs for October and beyond when we are able to. We will continue to provide updates in this document and our website. Please use this little guide here, to know what to expect during your escape.

We're ready for the new normal...think outdoor picnics, taco stands, and a strong DIY vibe. Let the fun begin.



Arrival & Check In

After booking your reservation, you will be sent a pre-arrival email including a DocuSign registration form. Because we won't be using our front desk for check in, we encourage you to pre-sign all documents before your arrival to ensure a smooth experience.

When you arrive at the TBP security gate entrance, we will take a temperature scan to ensure the safety of all. Any guests with readings of 100 degrees or higher will be deferred to management to change their reservation. All guests with readings under 100 will be checked in at security and then directed to our parking lot.

From there, guests will be shuttled to reception in an open-air golf cart and walked with a guide to their rooms. To minimize physical contact, we will not be offering valet service during this time. Please note, due to the need for increased sanitization times, we will not be allowing for early check ins before 4 PM or late check outs after 11 AM.



Masks

All guests are expected to wear masks when in public; if you forgot your own mask, we will have them available upon request via text message to 760-676-5000.



Water Bottles

We will be offering individual custom TBP water bottles at \$10 per bottle. We highly encourage you to bring your own bottle. Contactless water filling stations are available in Twine & The Grotto. Additionally, desert hot springs' tap water is clean and drinkable.



The Grotto & Soaking Tubs

The Grotto and Soaking Tubs are open with some limitations. We politely request that all guests abide by the following usage standards:

The main grotto pool keeps to a maximum of 3 people per session; please limit your individual usage to 1 hour at a time. In teak and concrete tubs, we request that guests also limit their usage to 1 hour a time.

Soaking tubs will be sanitized throughout the day, based on a posted schedule at property. The main grotto and various other touch points will be sanitized every 2 hours.

Outdoor furniture will be placed to abide by social distancing rules, and we ask that guests refrain from moving furniture around.

Please note that according to the latest information from the CDC: "There is no evidence that the virus that causes COVID-19 can be spread to people through the water in pools, hot tubs, or water playgrounds. Additionally, proper operation of these aquatic venues and disinfection of the water (with chlorine or bromine) should inactivate the virus."

Learn More Link: <https://www.cdc.gov/coronavirus/2019-ncov/faq.html#Water>



Food & Beverage

Our indoor restaurant will be closed during this time. In the meantime, we will be offering a variety of grab & go items, drinks, cocktails and refreshments for purchase out of Twine between 8 AM and 3 PM. Feel free to grab a picnic blanket from your room and dine al fresco around the property.



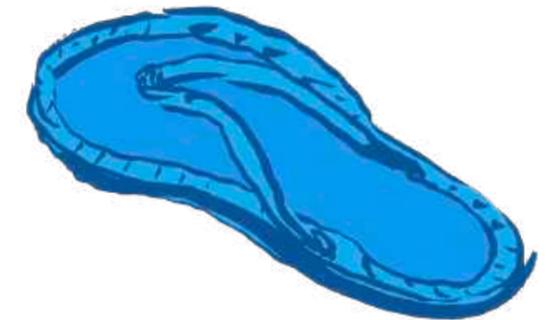
We will also be operating a small outdoor cafe by Twine with a limited menu from 6 PM - 9 PM. We highly recommend guests make a reservation to ensure a socially distanced capacity.

Spa

Due to the current guidelines set forth by the State of California, we will temporarily be suspending spa services.

We are monitoring the situation daily and will update our website regularly with the latest information.

In lieu of spa treatments, we've added new DIY activities for guests to enjoy. Please check our Outdoor Activities page on our website for the latest offerings.



Outdoor Activities

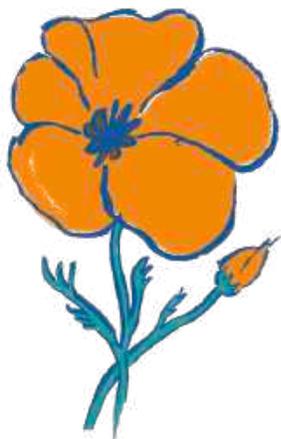
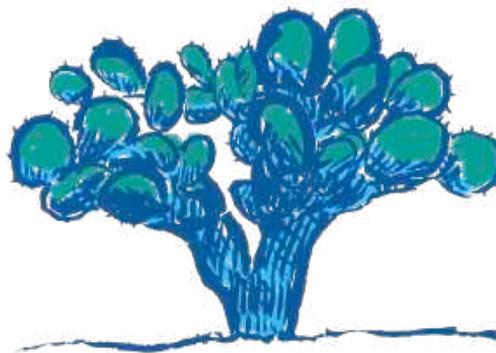
We are temporarily pausing our weekly classes and programming, however, we're offering a special DIY program of various activities that will allow for ample social distancing. Please view our Outdoor Activities page for updates.



Housekeeping & Hygiene

We hold our staff and physical property to the highest standards of health and safety, including regular sanitation and internal protocols for cleaning following guidelines set by the CDC and the WHO. A big change for us, is that we will only be providing housekeeping service for your day of arrival and not entering again until you check out.

Upon every departure, a deep cleaning and sanitation will be completed. If you need towels or linens refreshed, we ask you to text us for drop off services only. All staff are required to wear masks and gloves at all times and maintain 6 feet of social distance.



The Great Outdoors

Two Bunch is fortunate enough to be spread out over several acres that allow for ample social distancing. The grounds are fully open for you to use at your leisure except for the Yoga Dome. We kindly ask that you respect social distancing and cleanliness at all times.

We're Ready

Our little oasis is ready - and waiting here for you! We know that now, more than ever, you can really use a respite like Two Bunch Palms. Thank you always for your support and loyalty. We are overjoyed to welcome you back.

See you soon.