

Dear Mr. Guerard,

First, we are very happy that you have been enjoying the park and all it has to offer. We strive to offer the very best Guest service and are disappointed in how your request was handled. You are correct that you may ride the trams while barefoot and any Guest may do so. We sincerely apologize for what happened and want you to know that all of our tram drivers have been reminded of and re-trained about this.

We hope you continue to visit and enjoy the park!

Aaron



**Aaron Boesch**

Sr Director of Operations

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