

Two Waterpark Resorts Managed by Smoky Mountain Resorts Awarded 2022 Travelers' Choice Best of the Best Family Hotels by Tripadvisor

Country Cascades Waterpark Resort and The Resort at Governor's Crossing have been Recognized as Among the Best in the U.S., Thanks to Outstanding Traveler Reviews and Ratings.

Pigeon Forge, TN – May 12, 2022 – Smoky Mountain Resorts announced that two of its Waterpark Resorts had been recognized by Tripadvisor as 2022 Travelers' Choice Best of the Best award winners for Family Hotels. Country Cascades Waterpark Resort ranked 12 out of 25, the highest in Tennessee, and The Resort at Governor's Crossing ranked 24 out of 25. In a year of heavy competition and changing traveler priorities, Smoky Mountain Resorts is honored and ecstatic to have 2 Resorts make the prestigious list that includes hotels from New York to California. It's an honor to have two family hotels that exceeded travelers' expectations on this list. Based on a full year of Tripadvisor reviews, the Travelers' Choice Awards honors the absolute best in travel, recognizing the places that delivered the most exceptional experiences. Tripadvisor's Best of the Best awards recognizes these two properties managed by Smoky Mountain Resorts as being in the top 1% of all United States Family Hotels.

Smoky Mountain Resort's has been in business for over 50 years and recognizes the importance of providing family-friendly accommodations in the Pigeon Forge and Sevierville destination market.

The Resort at Governor's Crossing is a repeat winner of best of the best. This is the first time Country Cascades Waterpark Resort has made the Best of the Best list. Smoky Mountain Resorts is grateful for the guests who leave such excellent reviews and the staff who work to ensure top-notch guest experiences. Both Resorts offer Waterpark Amenities, family accommodations, and activities unique to the area.

"This ranking from TripAdvisor is one of the most important benchmarks in the industry because it is solely based off of guest reviews. Without a doubt this is something we have accomplished because of our employees and our shared passion for creating the best possible family vacation in America," said Kay Collier-Pittman, President Smoky Mountain Resorts.

"Congratulations to the 2022 Tripadvisor Travelers' Choice Best of the Best Winners," said Kanika Soni, Chief Commercial Officer at Tripadvisor. "The Travelers' Choice Awards recognize the best in tourism and hospitality, according to those who matter most: your guests. Ranking among the Best of the Best is always tough — but never more so than this year as we emerge from the pandemic. Whether using new technology, implementing safety measures, or hiring outstanding staff, I'm impressed by the steps you've taken to meet travelers' new demands. You've adapted brilliantly in the face of adversity."

About The Resort at Governor's Crossing

A family-oriented Resort in Sevierville, TN The Resort at Governor's Crossing features 232 Luxury Condominiums, indoor and outdoor waterparks, and a 1 acre park environment. Inspired by the natural beauty of the Smoky Mountains and Hospitality that is true to Appalachia, The Resort takes family vacation to the next level with seasonal festivals and a robust activity

program for families. The Resort has been recognized time and time again for exceptional service and incredible guest experiences. The Resort at Governor's Crossing is open year-round with an outdoor waterpark that operates seasonally.

About Country Cascades Waterpark Resort

A modern waterpark resort in Pigeon Forge, TN, Country Cascades Waterpark Resort offers families the ultimate vacation with waterpark features for all ages and a hearty, all you care to eat breakfast in Grandma's Kitchen. Only a block off the action-packed Parkway in Pigeon Forge guests are steps from the excitement of town but can escape to the natural beauty of the smokies and enjoy Mill Creek conveniently on our campus.

About Tripadvisor

Tripadvisor, the world's largest travel guidance platform*, helps hundreds of millions of people each month** become better travelers, from planning to booking to taking a trip. Travelers across the globe use the Tripadvisor site and app to discover where to stay, what to do, and where to eat based on guidance from those who have been there before. With over 988 million reviews and opinions from nearly 8 million businesses, travelers turn to Tripadvisor to find deals on accommodations, book experiences, reserve tables at delicious restaurants and discover great places nearby. As a travel guide company available in 43 markets and 22 languages, Tripadvisor makes planning easy no matter the trip type.

The subsidiaries of Tripadvisor, Inc. (NASDAQ: TRIP) own and operate a portfolio of travel media brands and businesses, operating under various websites and apps, including the following websites:

www.bokun.io, www.cruisecritic.com, www.flipkey.com, www.thefork.com, www.helloreco.com, www.holidaylettings.co.uk, www.housetrip.com, www.jetsetter.com, www.niumba.com, www.seatguru.com, www.singleplatform.com, www.vacationhomerentals.com, and www.viator.com.

* Source: SimilarWeb, unique users de-duplicated monthly, September 2021

** Source: Tripadvisor internal log files

###