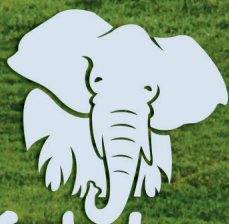


WE PROMISE

TO DELIVER PRODUCTS AND SERVICES BEYOND EXPECTATIONS



Kalahari[®]
RESORTS &
CONVENTIONS

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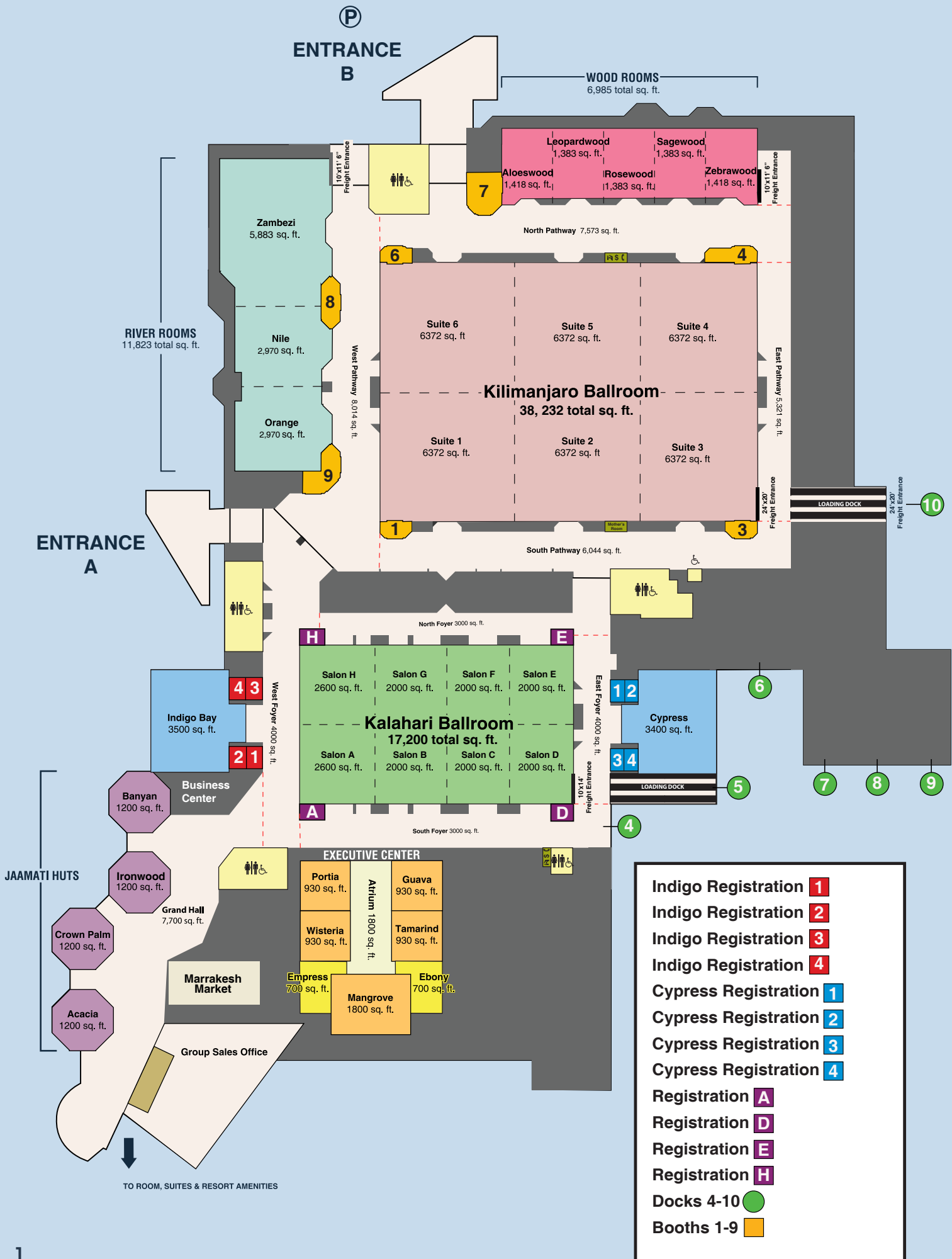
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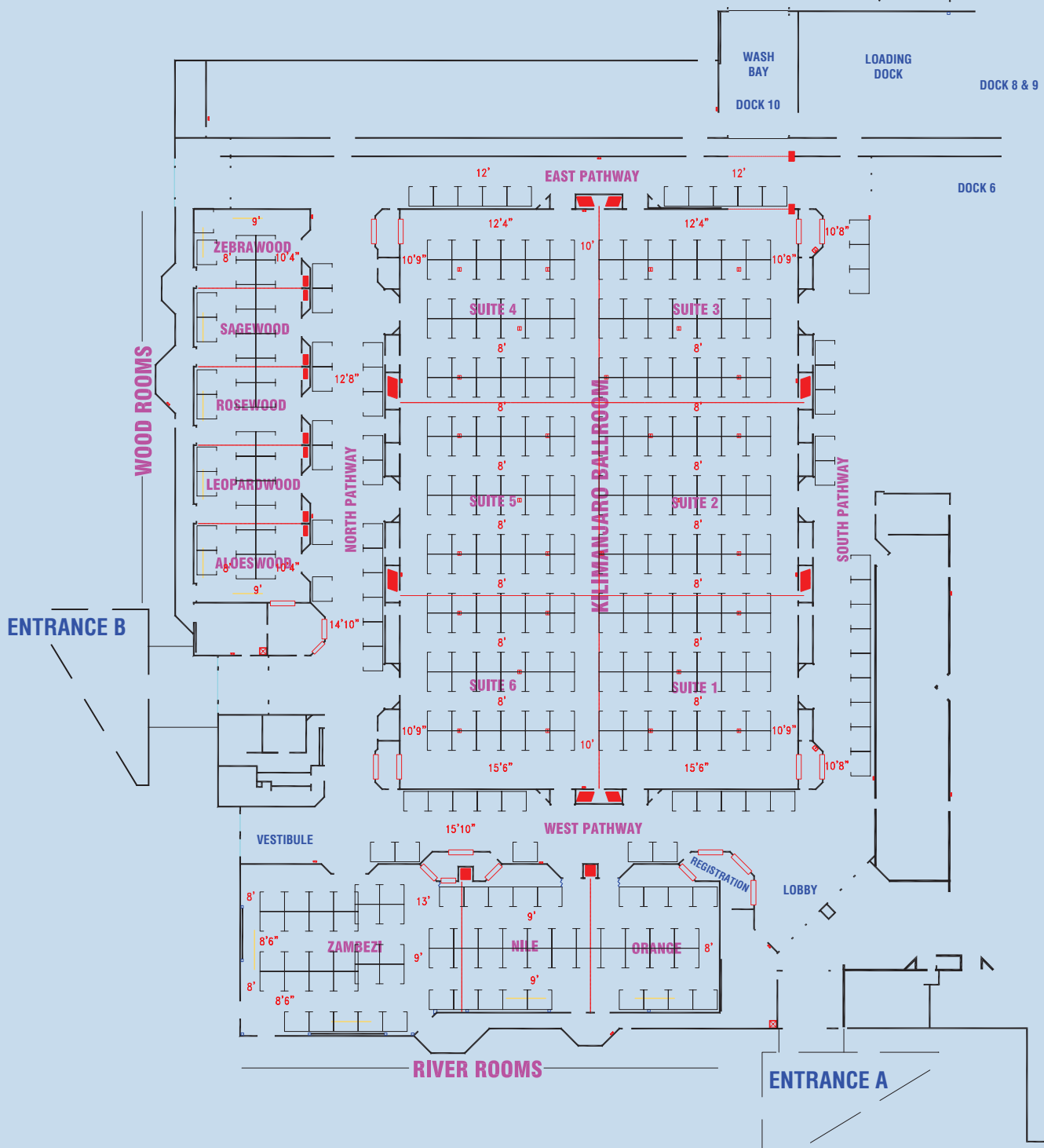
Contact Information and Web Resources 24



ROOMS	Dimensions	Square Feet	Clear Ceiling Height	Classroom 4 per 8'	Classroom 3 per 8'	Theatre Style	U-Shape	Rounds of 8	Conference	Hollow Square	Reception	8'x10' Exhibit booth	10'x10' exhibit booth
KILIMANJARO BALLROOM													
ALL SUITES COMBINED	156' x 243'	38,232	28'	2,620	1,965	4,244	-	3,176	-	-	3,823	232	190
ANY 4 SUITES COMBINED	156' x 162'	25,488	28'	1,756	1,317	2,829	-	2,120	-	-	2,549	158	128
TWO SUITES COMBINED	78' x 162'	12,744	28'	876	657	1,415	-	1,056	-	-	1,274	78	62
Suite 1, 2, 3, 4, 5 or 6	78' x 81'	6,372	28'	436	327	707	-	528	-	-	637	38	32
RIVER ROOMS													
ZAMBEZI BALLROOM	69' x 90'	5,883	18'	408	306	653	-	488	-	-	588	38	30
NILE	52' x 60'	2,970	18'	200	150	330	-	240	-	-	297	18	15
ORANGE	52' x 60'	2,970	18'	200	150	330	-	240	-	-	297	18	15
ZAMBEZI, NILE & ORANGE	196' x 60'	11,823	18'	812	609	1,312	-	984	-	-	1,182	72	58
WOOD ROOMS													
ALDOWOOD	32' x 43'	1,418	12'	96	72	154	39	112	24	32	142	8	-
LEOPARD WOOD	32' x 43'	1,383	12'	96	72	154	39	112	24	32	138	8	-
ROSEWOOD	32' x 43'	1,383	12'	96	72	154	39	112	24	32	138	8	-
SAGEWOOD	32' x 43'	1,383	12'	96	72	154	39	112	24	32	138	8	-
ZEBRAWOOD	32' x 43'	1,418	12'	96	72	154	39	112	24	32	142	8	-
2 WOOD ROOMS	64' x 43'	2,766	12'	200	150	307	-	224	-	-	277	18	15
3 WOOD ROOMS	96' x 43'	4,149	12'	312	234	461	-	344	-	-	415	28	22
4 WOOD ROOMS	128' x 43'	5,567	12'	412	309	618	-	456	-	-	557	38	30
5 WOOD ROOMS	160' x 43'	6,985	12'	512	384	775	-	576	-	-	699	48	38
KALAHARI BALLROOM													
SALON A - H	172' x 100'	17,200	24'	1,184	888	1,900	-	1,400	-	-	1,720	108	88
SALON A or H	52' x 50'	2,600	24'	176	132	290	48	216	-	80	260	16	12
SALON B, C, D, E, F or G	40' x 50'	2,000	24'	136	102	222	36	160	-	56	200	15	10
JUNIOR BALLROOMS													
INDIGO BAY	52' x 62'	3,500	16'	224	168	390	-	216	-	-	350	21	18
CYPRESS	48' x 62'	3,400	16'	200	150	375	-	216	-	-	340	20	16
JAAMATI HUT													
BANYAN	38' x 38'	1,200	18'	88	66	120	32	80	24	32	120	-	-
IRONWOOD	38' x 38'	1,200	18'	88	66	120	32	80	24	32	120	-	-
CROWN PALM	38' x 38'	1,200	18'	88	66	120	32	80	24	32	120	-	-
ACACIA	38' x 38'	1,200	18'	88	66	120	32	80	24	32	120	-	-
EXECUTIVE CENTER													
GUAVA	29' x 32'	930	12'	68	51	103	24	72	26	32	93	-	-
TAMARIND	29' x 32'	930	12'	68	51	103	24	72	26	32	93	-	-
PORTIA	29' x 32'	930	12'	68	51	103	24	72	26	32	93	-	-
WISTERIA	29' x 32'	930	12'	68	51	103	24	72	26	32	93	-	-
2 COMBINED	29' x 64'	1,800	12'	140	105	200	56	144	52	60	180	12	10
MANGROVE	37' x 49'	1,900	12'	156	117	210	56	152	56	60	190	10	8
BOARDROOMS													
EBONY	35' x 20'	700	12'	-	-	-	-	-	20	-	-	-	-
EMPRESS	35' x 20'	700	12'	-	-	-	-	-	20	-	-	-	-
PRE-FUNCTION													
GRAND HALL	-	7,700	12'	-	-	-	-	-	-	-	900	28	-

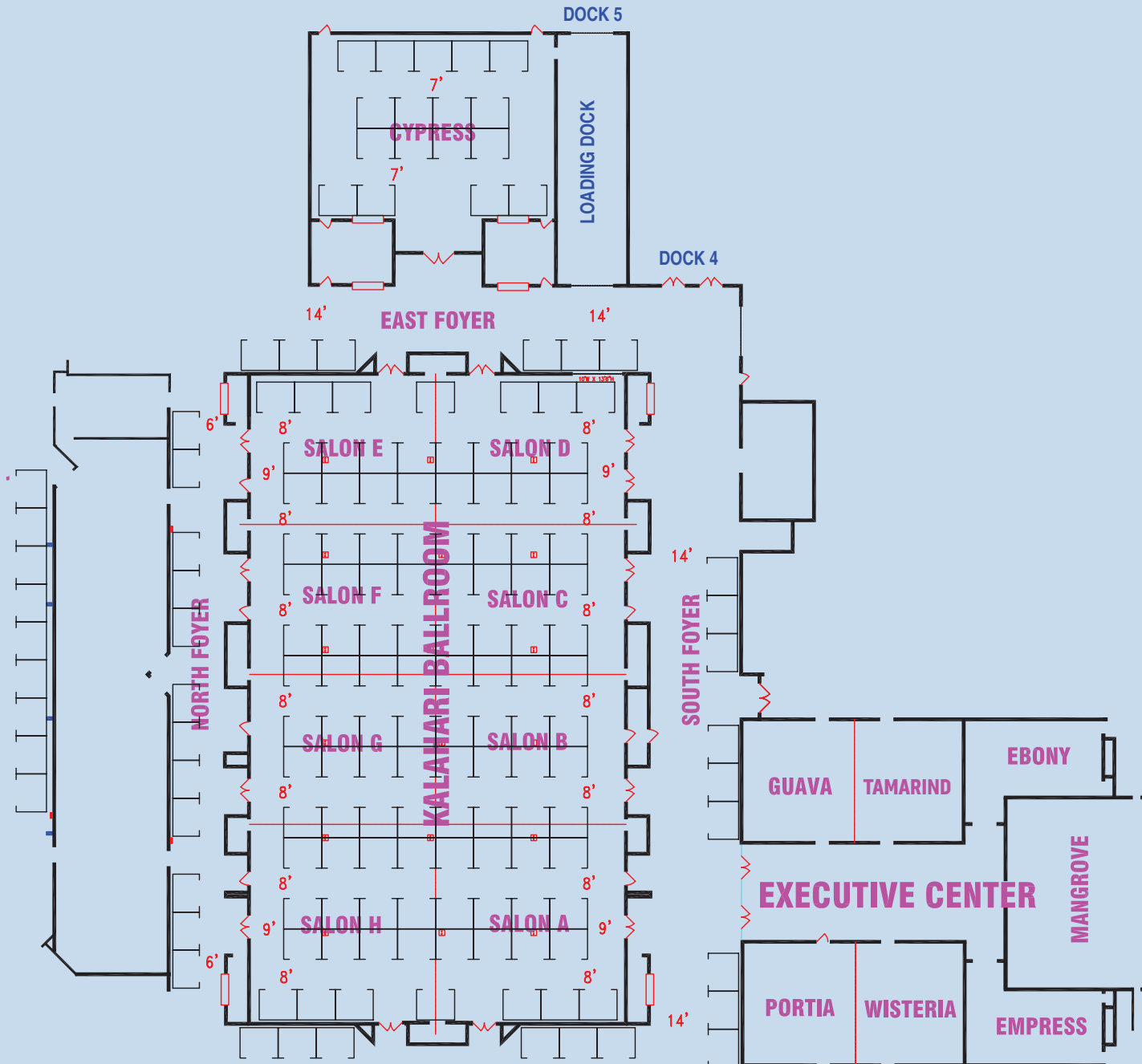
- Complimentary High Speed Wireless Internet throughout the Resort
- Foyers, Pathways and Grand Hall provide perfect venues for pre-function needs, additional exhibit space and receptions from 200 - 5,000 people.
- Several outdoor function spaces are available on the Resort property for groups from 30 to 300 or more!

Kilimanjaro Trade Show Layouts



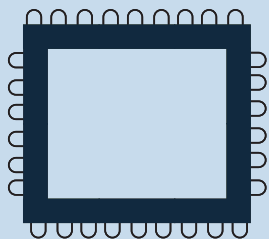
Kilimanjaro Ballroom accomodates (232) 8'x10' exhibit booths or (190) 10'x10', while the Kalahari Ballroom can facilitate (108) 8'x10' or (88) 10'x10'

Kalahari Trade Show Layouts



Kalahari Ballroom accomodates (232) 8'x10' exhibit booths or (190) 10'x10', while the Kalahari Ballroom can facilitate (108) 8'x10' or (88) 10'x10'

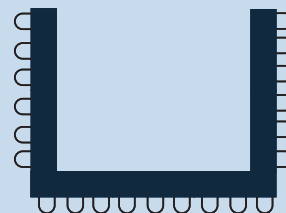
Meeting Room Styles



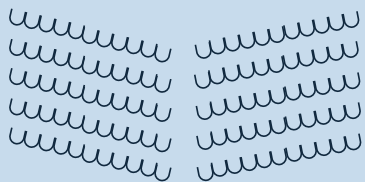
Hollow Square Style



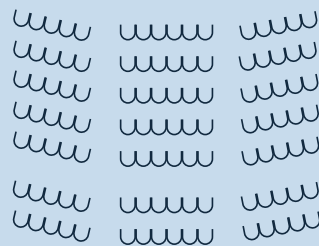
Conference Style



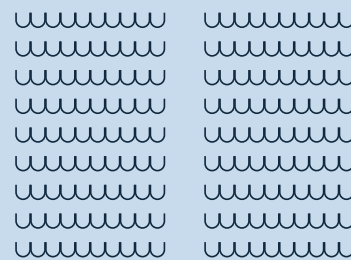
U-Shape Style



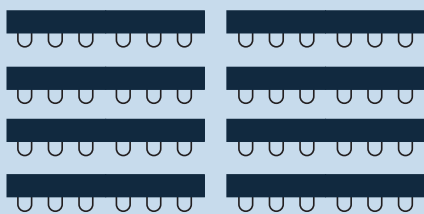
**Chevron Style
Chairs Only**



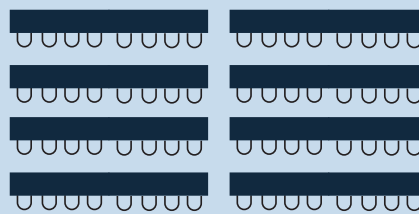
**Herringbone Style
Chairs Only**



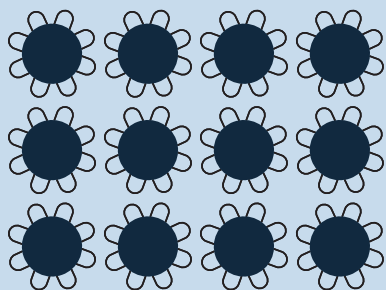
**Theatre Style
Chairs Only**



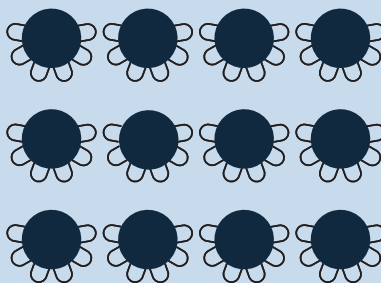
**Classroom Style
3 Seats / 8' Table**



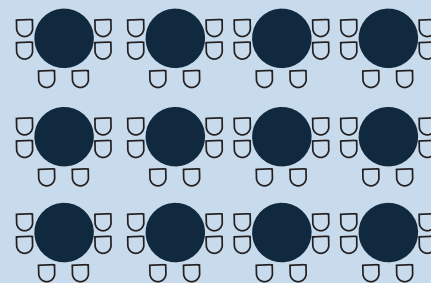
**Classroom Style
4 Seats / 8' Table**



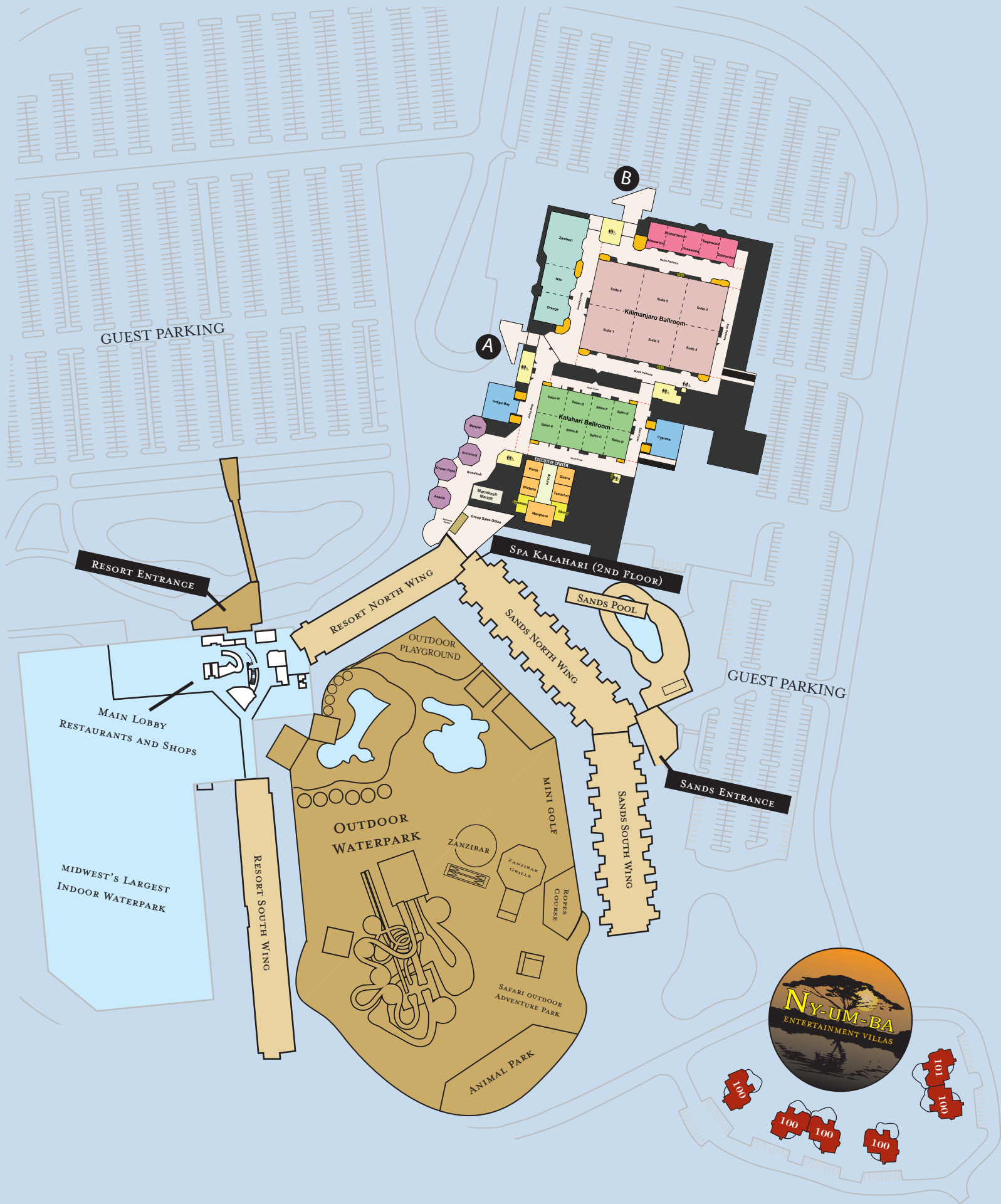
**Banquet Style
8 per Round Table**



**Crescent Rounds
6 per Round Table**



**Presenter Style
6 per Round Table**



Guest Room Layouts

Each of Kalahari's 890 African-themed guest rooms suites have convenient hotel amenities for business and group travelers.

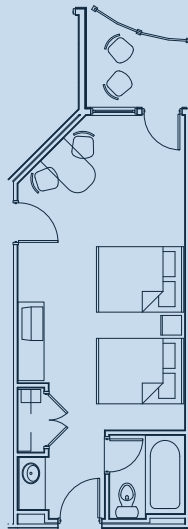
- Microwave
- Coffee and coffee pot
- Complimentary Wi-Fi
- Television
- Refrigerator
- Iron and ironing board
- Alarm clock
- Extra pillows and blankets
- Work desk or casual table
- Voice mail
- In-room safe
- Hair dryer

The following amenities are available for an extra charge:

- Room service (All day)
 - On-Command® Movies (Pay-Per-View)
 - Extended Late Check-Out
 - Rollaway Beds
 - Pack & Play
 - Pizza delivery
 - In Room Retail Packages
- *subject to availability

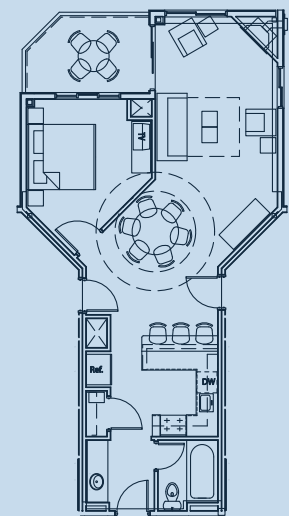
Double Queen Balcony

- Two queen size beds
- Refrigerator / Microwave
- In-room safe
- Coffee and coffee pot
- Patio / balcony with furniture
- Complimentary Wi-Fi
- 358 sq.ft.



King Living Room Kitchen Suite

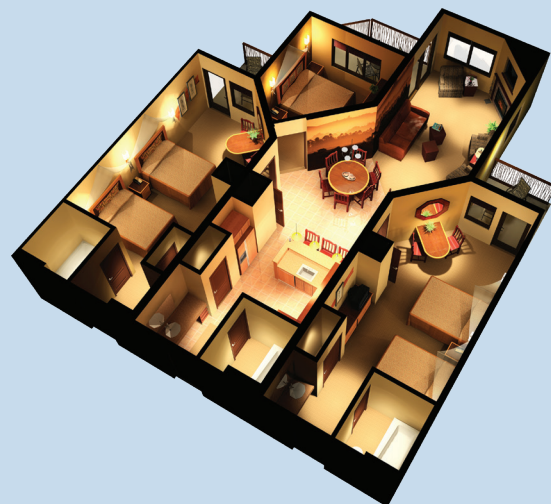
- One king size bed
- One queen sofa sleeper
- Living room grouping with fireplace
- Fully equipped kitchen with six-piece dining room set
- Whirlpool jetted tub or roll-in shower
- Dining area for 6
- Patio / balcony with furniture
- Complimentary Wi-Fi
- 663 sq.ft.



3 Bedroom Kitchen Living Room Suite

A combination of one King Living Room Kitchen Suite and two Double Queen Balcony Rooms

- Three private sleeping rooms (one king bed and two rooms with two queen beds)
- Queen sofa sleeper in living room
- Three bathrooms, including one with whirlpool tub
- 3 Patios / balconies with furniture
- Complimentary Wi-Fi
- 1,570 sq.ft.



Guest Room Layouts

Double Queen Sofa and Double Queen Sofa Balcony Room

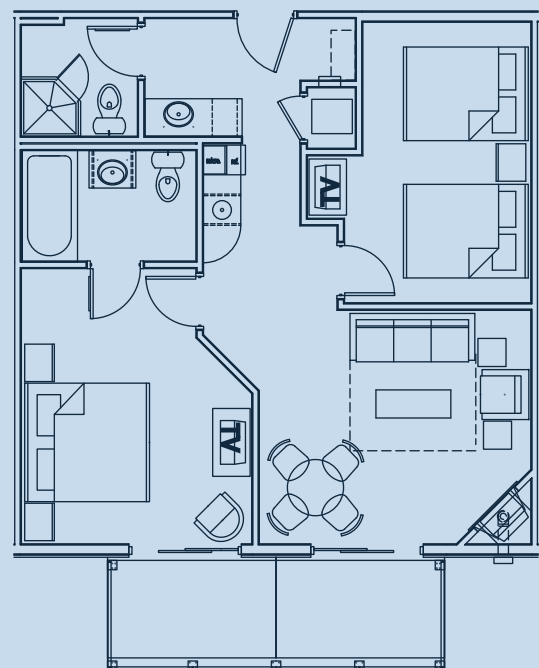
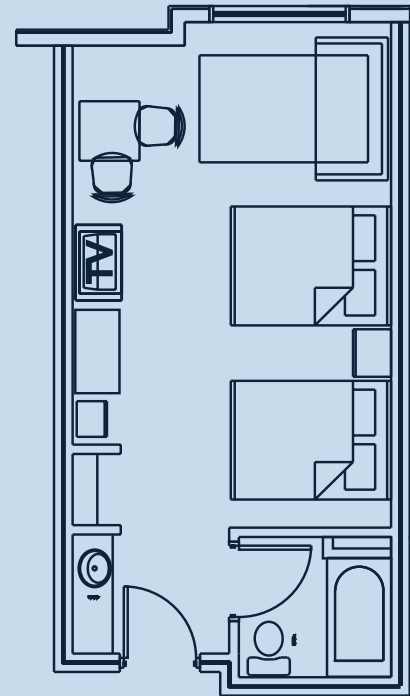
- Two queen beds with a full size sofa sleeper (Furniture configuration is altered in handicapped-accessible rooms.)
- Double Queen Sofa Balcony features patio/balcony with furniture and fireplace.
- 515 sq.ft.



2 Bedroom 2 Bathroom Living Room Suite

One king bed, separate room with two queen beds, queen sofa sleeper, living room group with fireplace, three televisions and one and one half baths.

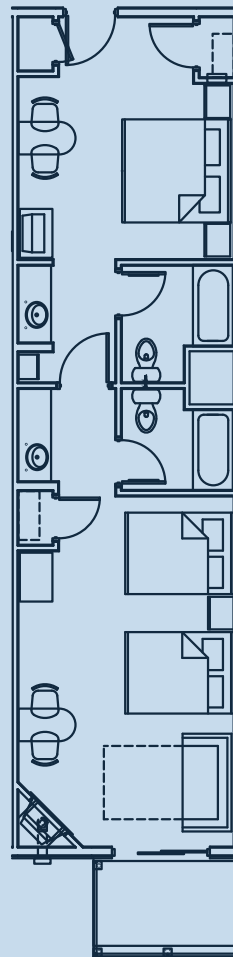
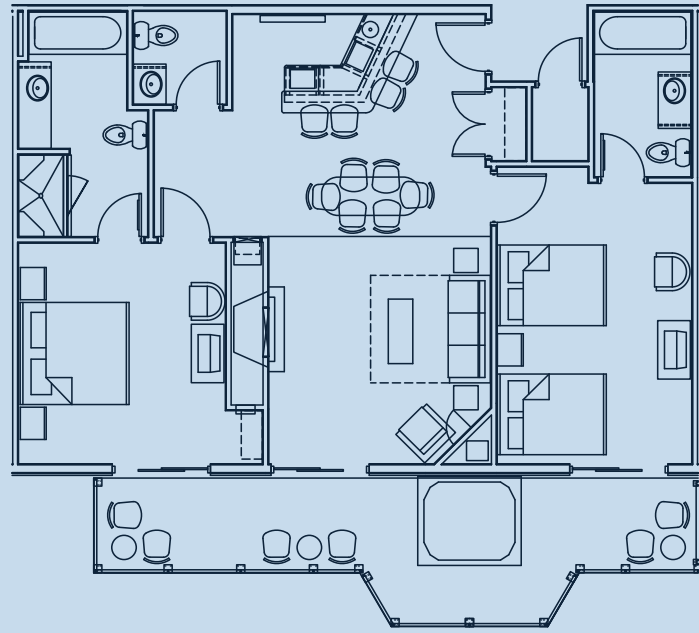
- Microwave
- Refrigerator
- Coffee maker
- Complimentary Wi-Fi
- Hair dryer
- Telephone(s) with voice mail
- Table and chairs
- Ironing board and iron
- In-room safe
- Flat screen television(s) with pay-per-view movies
- Complimentary access to Fitness Center



Guest Room Layouts

2 Bedroom Presidential Suite

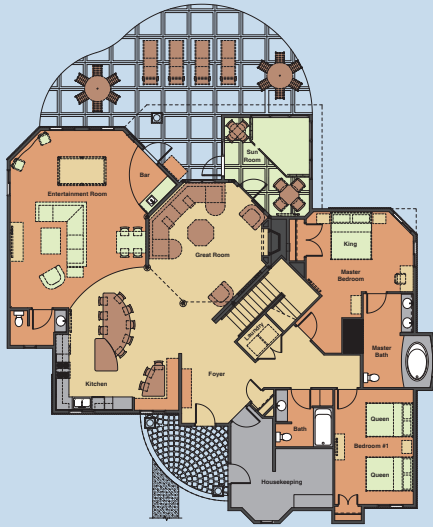
Two bedrooms, one w/ king bed, one w/ two queen beds, two person steam shower, four person hot tub on balcony, 55" flat screen & 2 TVs, jetted tubs in bathrooms, living room grouping w/ fireplace, dining room set, sofa sleeper, 2 1/2 baths and a full size wet bar. In addition to the room rate and first night deposit, the Presidential Suite requires a \$500 credit card deposit, which is applied at the time of check in



2 Bedroom 2 Bathroom Suite

One king bed, separate room with two queen beds, full size sofa sleeper, 2 TVs' and two full size baths, fireplace and private patio/balcony with furniture

Entertainment Houses



First Floor Furniture Plan



Second Floor Furniture Plan

These luxurious 5 bedroom stand alone houses sleep up to 22 guests and have an amazing array of amenities. Perfect for Reunions, Corporate Retreats, Wedding Parties, Multi-family Getaways, Anniversaries and much more!

- Master Bedroom with Private Whirlpool tub
- Five Bedrooms, one with a king size bed and with four with two queen beds each
- Flat screen TV's in each bedroom
- Great Room with 55" TV & fireplace
- Shuttle Service to the Resort
- Seasonal Sand Volleyball Court
- Entertainment room with 55" TV, Pool Table, Game Table & Wet Bar
- Fully equipped Kitchen with Dining Island and Breakfast Nook
- Sun room
- Outdoor Patio with seating for 20 and chaise lounges



Recommendations

After a rigorous and rewarding work day, enjoy any of the many services designed with you in mind, including facials, manicures, pedicures, massages, halotherapy, float therapy, hydrafacial, hot stone treatments and much more. Inquire about group pricing or chair massages added to your group Refreshment Break. Visit spakalahari.com for monthly specials and more information.

Open Daily. Located on the 2nd floor. 419.433.7900 or ext. 34168



The Big Game Arcade Room

The Big Game Room Arcade is packed with games, rides, experiences, and prizes for all ages featuring hundreds of the biggest and best games including amazing virtual reality! Choose from other fun activities including Mini Bowling, Laser Tag, a thrilling 7-D Motion Theater, incredible Virtual Reality, and Blacklight Mini Golf taking you through an animal filled, glowing jungle!

Solve your way out the two-part Escape Room. One challenges you to decipher alien technology discovered on an a new planet, the other tests your thinking skills as repair your crashed spaceship so you can return home before it's too late!



Specializing in sweet indulgence, Candy Hut offers a number of ways to get your sugar fix. Order a sweet treat for delivery to your room or stop by the main lobby for an assortment of goodies including fresh-made chocolates, caramel apples, ice cream and more!

Located right in the main lobby.



Revel in all the comforts Kalahari has to offer. Rent an indoor waterpark cabana or outdoor waterpark bungalow and enjoy a flat screen TV, refrigerator, security safe, chaise lounges and table. See the indoor waterpark front desk for availability. Ext. 34162

Resort Food and Beverage



A new age red sauce restaurant where old-school Italian cuisine meets the modern age. Sortino's Italian Kitchen is a casual restaurant and bar that brings a tradition of hospitality established by Giorgio and Giacomo Sortino when they opened the original restaurant in downtown Sandusky, OH.



This African-themed restaurant immerses guests in the Kalahari experience while still accommodating dining options for even the pickiest of eaters. Enjoy delicious breakfast items off the menu or indulge in a wide variety from the buffet. Buffet hours available on select days.



B-Lux Grill & Bar serves deliciously unique burgers and shakes handcrafted from scratch. Try a signature burger or indulge in one of our "hard shakes." We are proud to offer fresh ingredients that are locally sourced. Stop in and satisfy your taste buds!



Indoor Waterpark Dining

Sandwiches and burgers, gourmet pizza, salads, snacks and so much more. Enjoy craft cocktails and a wide selection of beers.



Outdoor Waterpark

Never leave the waterpark! Enjoy some of your barbecue favorites from Zanzibar Grille. Memorial Day – Labor Day

CAFÉ MIRAGE



Breakfast menu available most weekends. Visit for lunch, dinner or just a snack. Burgers, Sandwiches, Wraps, Pizza, Wings, Salads, Snacks and Much More!



Rejuvenate for more Kalahari getaway fun with Starbucks® coffee, delicious cappuccino, fresh-baked pastries, desserts and more.



Freshly baked specialty pizzas, or build your own. The same recipe that started it all - delivered right to your room! Pizza Pub offers sandwiches, burgers, salads and more.



Take a break from the day at Marrakesh Market, located inside the Kalahari Convention Center (Hours may vary).



SAFARI!

OUTDOOR ADVENTURE PARK

at Kalahari.



Adventure Climbing Walls

32 foot high custom climbing walls feature auto belay safety systems.



Safari Adventures Animal Park

The popular Safari Adventures Animal Park is part of Kalahari's Safari Outdoor Adventure Park and features up-close and educational animal encounters for all ages.



Ropes Course

Three level course featuring 48 elements spanning over 750 feet of thrilling African-themed ropes adventures.



Zip Line Tour

Riders of all ages experience 200-400 foot zip rides over 60ft in the air!



The Great Escape Mini Golf

Hit the links outdoors for 18 exciting holes located in the Safari Outdoor Adventure Park! The Safari animals have taken up residence in our beautiful mini-golf course. We have tried to offer them our world-class facilities, but as you will see, they are happy right where they are.

Safari Outdoor Adventure Park is Open Seasonal and weather pending.

419.433.7759 • OHGroups@KalahariResorts.com • KalahariMeetings.com



KALAHARI'S SOURCE FOR CHOCOLATE



Celebration Basket

Filled with hand dipped chocolates, homemade fudge, gourmet pretzels, wine or sparkling white wine and 2 glasses filled with chocolate nonpareils. (Non-alcoholic sparkling white wine also available.)



Kalahari Kid's Basket

Sure to WOW them, this basket is heaped with gummies, salt-water taffy, white and chocolate pretzel rods and two of the best tasting caramel apples you'll ever experience.



Snack Attack Basket

This awesome basket comes packed with 2 bottled waters, yummy caramel corn, delicious cheese popcorn, mixed nuts and assorted white and milk chocolate pretzel rods!



Assorted Chocolate Box

Five delicious pieces.



Assorted Chocolate Tray

12" tray serves 25 to 50 people, 18" tray is great for larger groups.



Chocolate Strawberries

Sold individually, boxed or as a party tray.

Try a refreshing change to your break-out sessions, plated dinner events and buffets with our beautiful assorted chocolate trays. Welcome your guests, VIPs and speakers with our in-room gift basket, or chocolate gifts upon their arrival.

Candy Hut is located in the main lobby of Kalahari Resort.
For more information or to order, please contact your event coordinator or visit Candy Hut today.
419-433-7200 ext. 34090

Your business is greatly appreciated!

Features and Services

Meeting Rooms

Kalahari Resort offers 39 diverse meeting rooms. All of our function space is carpeted with state of the art sound, phone, wired and wireless Internet access. Each space has independent heating and air-conditioning, house sound and background music, as well as variable lighting. Most rooms have built in screens. Recently updated to high definition throughout the facility via HDMI. Dedicated speeds available by request up to 1 GB. The Convention Center Ballroom has a variety of utilities built into the floor access panels. Charges may apply, please see your Conference Service Manager for details.

The Business Center

Kalahari Resort provides a dedicated Business Center in the Convention Center. Fax, color copies, computer access, shipping and receiving services and more are all available.

Storage, Delivery and Shipping

Kalahari Resort will charge handling fees for packages being shipped to or from exhibitors. The Business Center can assist in the shipping of materials after your event. Please call the Business Center (ext. 34282) for current handling fees and charges for shipping and receiving packages. Kalahari Resort is not responsible for outgoing shipments or for shipping fees. Kalahari Resorts will not accept incoming shipments more than 72 hours prior to event.

Smoking

Kalahari Resort in accordance with Ohio state law provides a smoke-free environment this also includes vape pens.

Lost and Found

A central Lost and Found Department handles all lost and found items for the resort. Please contact this department at ext. 34065 when looking for lost items. Kalahari Resort is not responsible for lost or stolen items in any meeting space, public area or parking lot.

Parking

Kalahari Resort has approximately 3,000 free parking stalls for your meeting or event. Valet parking is also available at a charge with advanced scheduling.

HELP Line

Kalahari Resort provides a direct line of communication to the Banquet Operations Department. Simply press the HELP button from any house phone in the resort. HELP button is your quickest way to assistance during your meeting.

Video Display Boards

Each meeting room has a video reader board to display your organization, event name and time. Large video display boards are located at each of the resort main entrances.

Planning Guide

Event Planning

Kalahari Resort uses a dedicated team of Conference Service Managers to coordinate your needs.

After your event is contracted, a Conference Service Manager will be assigned to assist you.

Please be aware that the Conference Services Manager will assist in taking your program from the outline you set up with your Sales Manager to the actual event or meeting. Initially, a general event or meeting outline will need to be submitted to the Conference Service Manager that provides more detail than the general outline noted in your contract. There are several items to include in this outline:

- Reconfirm start and end times for all events
- Identify break out meeting and event titles
- Room set up styles and requirements
- Audio Visual requirements (including sound, projectors, power, TV, phone and Internet)
- Any special requests for signage or security
- Contact names, phone numbers and a description of responsibilities for any staff or committee members that Kalahari Resort may be working with
- Contact information and description of service for any outside vendors being used for this event
- Confirm guestroom and suite needs and timelines for reservation information.

Timeline of Key Deadlines for Your Meeting

ACTIVITY	DEADLINE	CONTACT
Submit current direct bill application if your event qualifies for Direct Bill status	90 days prior to arrival	Conference Service Manager
Initial details with Conference Service Manager	70 days prior to arrival	Conference Service Manager
Submit general outline of your meeting including all events, room set ups, audio visual needs and meal choices	60 days prior to arrival	Conference Service Manager
Advise your attendees of the sleeping room cut off date	45 days prior to arrival	Group Rooms Coordinator
Work with Conference Service Manager via phone or appointment to finalize details for each of your events	45 days prior to arrival	Conference Service Manager
Any final rooming lists or individual reservations due	30 days prior to arrival	Group Rooms Coordinator
Advanced payment due for group without Direct Bill status	7-30 days prior to arrival	Conference Service Manager
Final Banquet Event Order (BEO) form for each event signed by client	21 days prior to arrival	Conference Service Manager
Final advance payments due as contracted	Refer to contract	Conference Service Manager
Food and Beverage guarantees due for each meal and break event	72 business hours before event	Conference Service Manager
Pre-convention (precon) meeting	Day before arrival	Conference Service Manager
Sign banquet checks for each event	Each day of your meeting	Banquet Manager
For Direct Bill customers, final bill sent	Within 3 days of the end of your meeting	Accounting
Final payment due	30 days after receipt of any billing from Kalahari if direct billing status applies	Accounting

Additional Deadlines for Conventions and Tradeshows

Confirm decorator and exhibitor move in and move out schedules	60 days prior to arrival	Conference Service Manager
Final floor plan for tradeshows	60 days prior to arrival	Conference Service Manager
Arrange for event security personnel	45 days prior to arrival	Conference Service Manager
Special signage requests	30 days prior to arrival	Conference Service Manager
Requests for keys to storage/office rooms	30 days prior to arrival	Conference Service Manager
Exhibitor service order forms due for electric, Internet, phone, etc.	30 days prior to arrival	Conference Service Manager

Planning Guide

Basic Meeting Room Set Up

The basic meeting room rental includes up to four skirted display tables, chairs, water service and one daily cleaning in addition to the setup requested. Meeting room rental includes one set up per day per meeting room. Labor charges will be applied for room turns during the day. One room refresh per day is included with your water service. Your Conference Service Manager can provide cost estimates of additional labor for room turns or additional cleaning.

Additional Tables and Skirting

Rooms that are being used for displays and exhibits require the use of covered and skirted tables. An additional charge of \$35 per day per skirted table including two chairs will apply. When using an outside trade show decorator, decorator must supply all tables and chairs.

Upgrade Services

The following charges may be applied to your final bill. All extra charge items will be listed and priced on an Event Order if Kalahari is aware of the request in advance:

- Audio Visual (Please refer to the AV price list)
- Audio Visual and presence of AV technician
- Electric, phone and Internet access
- Skirted tables for rooms that need more than four skirted display tables
- Damage or loss of equipment charges attributable to a member or attendee of the event
- Hanging banners
- Lost keys to meeting rooms
- Corkage fees for special Food and Beverage items
- Extended storage fees before or after conference
- Labor charges for loading and unloading freight
- Any program scheduled during a meal function lasting more than 90 minutes which necessitates the retention of employees for final clearing of tables
- Multiple refreshing of meeting rooms will be subject to additional labor charges
- Set up and tear down of client décor (centerpieces, programs, decorations) by Kalahari staff
- More than one room style setup in the same room in a day

Shipping Instructions:

Name of Group and On-site Contact
(Address to the person that will be looking for it)
c/o Kalahari Resort
7000 Kalahari Drive
Sandusky, OH 44870
Hold for Name & Date Conference
Box(es) _____ of _____ (Multiple boxes MUST be numbered)
Name of Catering /Conference Service Manager

Toll Free: 877.642.6842
Direct Phone: 419.433.7759
Reservations: 877.525.2427
Sales Fax: 419.433.7748
Front Office Fax: 419.433.5054

Policies and Procedures

General Information

The policies and pricing identified in this document are subject to change. Please review with your Conference Service Manager any items that may affect your event. This list may not include all policies of Kalahari Resort for your program. For the most current version of this document please see KalahariResorts.com/OH/conventions/tools

Attire

Event guests are asked to wear appropriate attire in the convention center. No swimwear (without cover-up), bare feet or bare chests are permitted.

Amplified Music and Entertainment

To ensure the comfort of all Kalahari Resort clients and guests, advance written permission must be received for any amplified music or entertainment in any meeting room. We will work with you to place your event in a location least likely to affect others. Events with any form of amplified music or entertainment will be asked to adjust their volume if it is affecting other in-house events or guests. Kalahari Resort observes an 11 pm "Quiet Time" for all guest sleeping room areas. Kalahari Resort reserves the right to cease amplified music at any time.

Guest Safety

To ensure the safety of all our guests, no portion of sidewalks, ramps, entries, doors, exits, corridors, hallways, lobbies, stairways, aisles or driveways can be blocked in any way. Public utilities, fire extinguisher cabinets, alarms, heating and air-conditioning vents, lighting fixtures and fire sprinkler systems may not be covered or tampered with.

Banners, Signage and Decorations

Exhibitors, speakers, clients and other event participants must have prior approval from the Conference Service or Banquet Manager before affixing any decorations on ceilings, floors, walls, painted surfaces or lecterns. Only approved types of tape may be used. No stick pins of any kind can be used to affix signage or decorations. Please arrange the hanging of banners in advance with your Conference Service Manager. The hanging of banners will result in a labor charge to the final bill. All decorative materials must be made from nonflammable materials or treated and maintained in a flame-retardant condition. All signs must be printed. No handwritten signs are permitted.

Live Animals

Kalahari Resort does not allow any live animals to be on the property unless it is a properly identified service animal or advanced written permission is granted.

Ticketed Events

Kalahari Resort will charge a fee for ticketed events of 15% of the actual gross ticket sales. Ticket accountability must be discussed with Kalahari Resort prior to publicizing your event or the selling of tickets. Kalahari reserves final approval of all entertainment arrangements.

Novelties and Merchandising

A 20% commission on gross sales will be paid to Kalahari Resort for any merchandise being sold by vendors not including those items that are sold from an exhibit booth as part of a trade and consumer show. Items may include but are not limited to clothing, photos and books. Kalahari reserves final approval of any items offered for sale.

Sales & Use Tax License

Any individual, partnership, corporation or other organization making retail sales or products or taxable services in Ohio is required to have a sales and use tax license. Application forms can be obtained from the Ohio Department of Taxation. Food and Beverage items in any form or packaging can not be sold without written permission of Kalahari Resort.

Raffles

Organizations having their event at Kalahari Resort are expected to follow Ohio State Law (O.R.C. 2915.092) in regard to raffles.

Policies and Procedures

No Soliciting

Kalahari Resort does not permit clients or any agent of your event solicit to our guests or staff. No materials can be displayed outside of the area of your event. All promotional materials must be approved by Kalahari Resort.

Exclusive Services

Kalahari Resort has exclusive vendor service agreements for Security, Audio Visual and Trade Show Decorator services. A list of preferred vendors for many additional services is available upon request. Please speak to your Conference Service Manager if you are in need of these services.

Keys to Rooms

One RFID key will be provided at no charge for meeting rooms designated for storage or as an office. Additional RFID keys can be provided for a \$10 per RFID key charge. A fee of \$100 will be charged for any lost RFID keys. Any meeting room can be locked by Conference Services by dialing HELP from a house phone. Kalahari Resort is not responsible for lost or stolen items in any meeting space, public area or parking lot.

Food and Beverage

Guarantee Due Dates

Day of the event

Monday, Tuesday, Wednesday
Thursday
Friday
Saturday
Sunday

Day guarantee is due by 12 noon

Preceding Friday
Preceding Monday
Preceding Tuesday
Preceding Wednesday
Preceding Thursday

Actual Counts and Meal Tickets

At client's request, Kalahari Resort will collect meal tickets for an additional charge. Your group will be billed according to either the number of meals actually served or the number of the guarantee, whichever is greater, regardless of the number of tickets collected.

Percentage Over Guarantee

Kalahari Resort may prepare the lesser of 5% or 25 extra meals above the final guarantee number. We reserve the right to choose to make vegetarian or comparable substitutes for these "extra" meals. Your group will not be charged for these extra meals unless they are served.

Service Charge

All billable items (excluding meeting room rental) are subject to a taxable 24% service charge and 6.75% sales tax.

Standard Centerpiece and Linen

Plated and buffet dinners include a 12" round mirror and candle on each table. Kalahari Resort uses sandalwood table linen and brown linen napkins. Additional colors are available for a charge and must be ordered in advance.

Food Restrictions

Kalahari Resort does not permit outside food and beverage to be brought into any function space. All food and beverage served or consumed on the premises must be purchased, prepared and served by Kalahari Resort. Unused banquet food or beverages cannot be taken from the function space. At the conclusion of the function such food and beverages remains the property of Kalahari Resort.

Policies and Procedures

Multi Entrée Fee and Buffet Minimums

Split entrée choices for a group are available at a \$1 per person charge per split and guarantees for each entrée are required. See Banquet Menu for buffet minimums.

Meal Identification

Color coded meal tickets are required for multiple entrée plated functions and may be provided by Kalahari Resort. Groups wishing to use their own meal ticket must have pre-approval of identification method by Kalahari Resort.

Bar Charges per Bar

A \$350 sales minimum is required on all host bars, \$300 sales minimum on all cash bars, or a \$150 set-up charge will apply. Kalahari Resort typically provides one bartender for each 75-100 people.

Dietary Restrictions

Special meals for dietary and religious reasons are available. Requests and counts are due to your Conference Service Manager along with guarantees for meal function.

Sleeping Rooms

Sleeping Room Blocks

A group block of sleeping rooms is not a guarantee that the rooms will be next to or near each other.

Sleeping Room Deposits and Cancellation Charges

All individual reservations require a one night (plus tax and resort tax when applicable) deposit at the time the reservation is made. This can be paid with a credit card, check or approved purchase order. No personal checks are accepted at check in. Reservations cancelled 72 hours or more in advance of arrival will receive a full refund, less a \$30 processing fee. Cancellations less than 72 hours prior to arrival will forfeit the entire deposit. An "early check out" fee of one night's room and tax will be charged for departing before your arranged departure date. All sleeping rooms are subject to an 13.75% sales and room tax unless being paid by an authorized and documented tax exempt organization.

Check In and Check Out

Check in time begins at 4 pm and check out is 11 am.

Credit Card Authorization Form

Rooms being paid for with a credit card of an individual not staying in the room will require a Credit Card Authorization form to check in. This form gives the guest explicit authority to stay in the room by the credit card owner. This form is required regardless of relationship of the two parties.

Audio Visual

Service Charge

All billable items (excluding room rental) are subject to a taxable 24% service charge and applicable state and local taxes.

Outside Audio Visual Equipment

Kalahari Resort is the exclusive provider of all audio visual equipment (except computers). No equipment may be brought into the meeting spaces of the resort without advanced written authorization. Exceptions to this may incur a charge.

Selecting Audio Visual Equipment

Kalahari Resort can provide you with a wide selection of state of the art equipment. AV needs should be identified in advance of your event to ensure availability of equipment and the proper set up of your function space. Credit will not be given for audio visual ordered but not used. Additional charges may apply for add-on audio visual.

Connecting to House Sound

Only Kalahari staff may connect any equipment to the house sound system. Labor charges will be incurred for Audio Visual technician's assistance in making such connections. Arrangements should be made in advance through your conference services manager.

Policies and Procedures

Audio Visual Technician Fees

Labor fees for audio visual technicians may be charged based on client's request. See Conference Service Manager for current prices.

Broadcast Rights and Recording

Kalahari Resort reserves all rights and privileges for outgoing radio, Internet and television broadcasts originating from the resort for the duration of your event. You may request the rights and privileges to broadcast. No audio or visual recording of any kind may be made of your events without the prior approval of Kalahari Resort. Kalahari Resort reserves the right to require payment for granting these rights and privileges to broadcast and/or record events.

Broadcast Proprietary Material

Clients holding events at Kalahari Resort shall obtain all necessary licenses and shall pay all costs and fees arising from the use of copyrighted music or dramatic materials, or any other proprietary subject to any trademark, patent or proprietary right which is used or incorporated in the event (including but not limited to ASCAP, BMI, etc). Client shall indemnify, defend and hold Kalahari Resort harmless from any liability, claims, or costs, including attorney's fees, arising from the use of any such materials or any claim of infringement or violation of the right of the owner.

Exhibitors

Vehicles and Large Equipment

To protect the carpet of the Convention Center ballrooms, all vehicles, heavy equipment and forklifts must be pre-approved before your event. Vehicles and large equipment can not be placed in the ballrooms without the supervision of a Kalahari staff member. Proof of insurance to cover damages must be provided by the client or exhibit decorating company. Vehicles must have only a quarter tank or less of fuel. Batteries must be disconnected and plastic must be placed under the vehicle. Any display booth item over 50 pounds must be brought in through the loading dock entrance.

Tables and Chairs for Tradeshows

Events utilizing a decorating company must order tables and chairs through the decorator. Kalahari Resort will not provide tables and chairs to exhibitors without a fee. For table top exhibit rooms, all tables must be skirted and the first four tables are no charge. Each table after four will cost \$35 per day plus applicable services charge and taxes.

Storage, Delivery and Shipping

Kalahari Resort will charge handling fees for packages being shipped to or from exhibitors. Kalahari Resort will not accept freight deliveries for tradeshows. Freight and drayage must be arranged through your decorating company. After your event, exhibitors and the decorating company are responsible for arranging the shipping of any freight. The Business Center can assist in the shipping of materials after your event. Please call the Business Center (ext. 34282) for current handling fees and charges for shipping and receiving packages. Kalahari Resort is not responsible for outgoing shipments or for shipping fees.

Utilities

Wall and building outlets can only be used by clients or exhibitors with the assistance of Kalahari Resort staff. Electrical service supplied to an exhibitor shall not be shared with any other exhibitor. All equipment must comply with federal, state and local safety codes. Requests for special electrical connections must be received a minimum of 14 days in advance.

Exhibitor's Samples

Exhibitors may distribute food/beverage samples relevant to their business with prior approval from your Conference Service Manager. Exhibitors distributing samples must sign a release of liability waiver. Food/beverage samples not relevant to an exhibitor's business must be purchased through Kalahari Resort. There will be a chef's fee when Kalahari Resort staff or equipment is used to prepare or store exhibitor's food items.

Fire Exits

Exhibits and displays can not block any marked fire exit doors, extinguishers, or hallways. A floor plan of the exhibit floor should be supplied to Kalahari Resort 30 days before arrival for approval.

MSDS Sheets

OSHA requires that Kalahari Resort has on file a Material Safety Data Sheet for any chemical brought into the facility. Exhibitors displaying or using any chemicals are required to provide Kalahari Resort with MSDS sheets for each chemical they are using.

Policies and Procedures

Financial Information

Payments

Payments and advance deposits should be made out to "Kalahari Resort". Payments can be sent to 7000 Kalahari Drive, Sandusky, OH 44870. Please be sure all payments have noted on the check the date as well as the name of the function or conference for which it is to be applied.

Direct Bill

Kalahari Resort reserves the right to grant direct bill privileges. Direct Bill applications should be received 90 days prior to your event. Clients in good standing may not require a new direct bill application for each new event. If previous events were more than 2 years prior a current application will be required. By filling out a Direct Bill application you authorize Kalahari Resort to check your organization's credit history.

Typically, Direct Bill privileges will not be granted to clients with less than \$1,000 billable charges. For groups that are not granted Direct Bill approval a 14 day advance payment or payment by credit card will be required.

A deposit of 10% of the estimated charges will be due for all Direct Bill accounts at the time the contract is signed or 45 days prior to your event, unless a higher amount or a multi-date deposit plan has been required by contract.

Any outstanding balances (exclusive of disputed charges) will be due and payable upon receipt of an invoice. Clients will have 30 days after receipt of the invoice to dispute any charges. Kalahari Resort will work with the client in resolving any such disputed charges. If payment of any invoice is not received within thirty (30) days of the date on which it was due, the resort will impose a finance charge at the rate of the lesser of 1-1.5% per month (18% annual rate) or the maximum allowed by law on the unpaid balance commencing on the invoice date.

Payment Guarantee

As a guarantee, Kalahari Resort requires Direct Bill clients to have a credit card on file as a back up form of payment. Outstanding balances of the master account not received within 30 days will be charged to this card plus any incurred finance charges.

Tax Exempt Qualifications

Kalahari Resort strictly adheres to State of Ohio tax exempt laws and guidelines.

OHIO Sales Tax (6.75%)

For group master bills a tax exempt certificate must be on file in advance of your event to ensure tax exempt status. This form must indicate the name of the organization, the tax status and State of Ohio issued tax exempt number for OHIO only. If you are tax exempt from another state DOES NOT qualify you as tax exempt from OHIO. Only charges on the master bill that are paid by the organization through, this association check or organization credit card are allowed to be tax exempt. For an individual's stay to qualify as tax exempt, that individual must have a tax exempt letter specifically identifying them as qualifying for tax exempt status. This document must include the organization name and tax exempt number and identify the person by name. The specific dates the individual is staying must also be listed. Copies of cards simply listing an organization name and tax exempt number are not a valid form of confirming tax exempt status.

There are two valid payment types for individuals to use to be tax exempt. A check or an organization credit card or by billing to a group master account that is established as tax exempt. Personal credit cards can not be accepted as form of payment for a tax exempt stay unless accompanied with a letter stating that the individual is on official business for the specific stay.

Tax exempt status will only apply to a bill (or portion of) that is paid by one of these methods.

If upon an audit a tax exempt certificate is found not to be valid, Kalahari Resort reserves the right to collect tax from the individual that stayed at the resort.

Local Excise Tax (7%)

All Guests are subject to Local Excise Tax regardless if they are tax exempt for the State of Ohio sales tax.

Location and Directions

Kalahari Sandusky is conveniently located on US Highway 250 (Milan Rd.), just north of Interstate 80, exit 118.

From Toledo, OH:

Take I-280 South to Exit 1A the Ohio Turnpike, get on the Turnpike I-80/90 East, exit the Turnpike at exit 118 Rt. 250 Sandusky. Take Rt. 250 West (north) towards Sandusky. Go approximately 2 miles and Kalahari Resort will be on the right.

From Cleveland, OH:

Take I-90 West to Exit 170 B. Continue to follow I-90 West, it will turn to Rt. 2. Follow Rt. 2 to the exit for Sandusky/Norwalk Rt. 250. Make a left onto Rt. 250. Kalahari Resort will be approximately 1 mile south on the left.

From Detroit, MI:

Take I-75 South to Exit 208, I-280. Take I-280 South to exit 1A the Ohio Turnpike. Get on the Turnpike (I-80/90) East. Get off the Turnpike at exit 118 - Rt. 250 Sandusky. Take Rt. 250 West (north) towards Sandusky. Go approximately 2 miles and Kalahari Resort will be on the right.

From Dayton, OH:

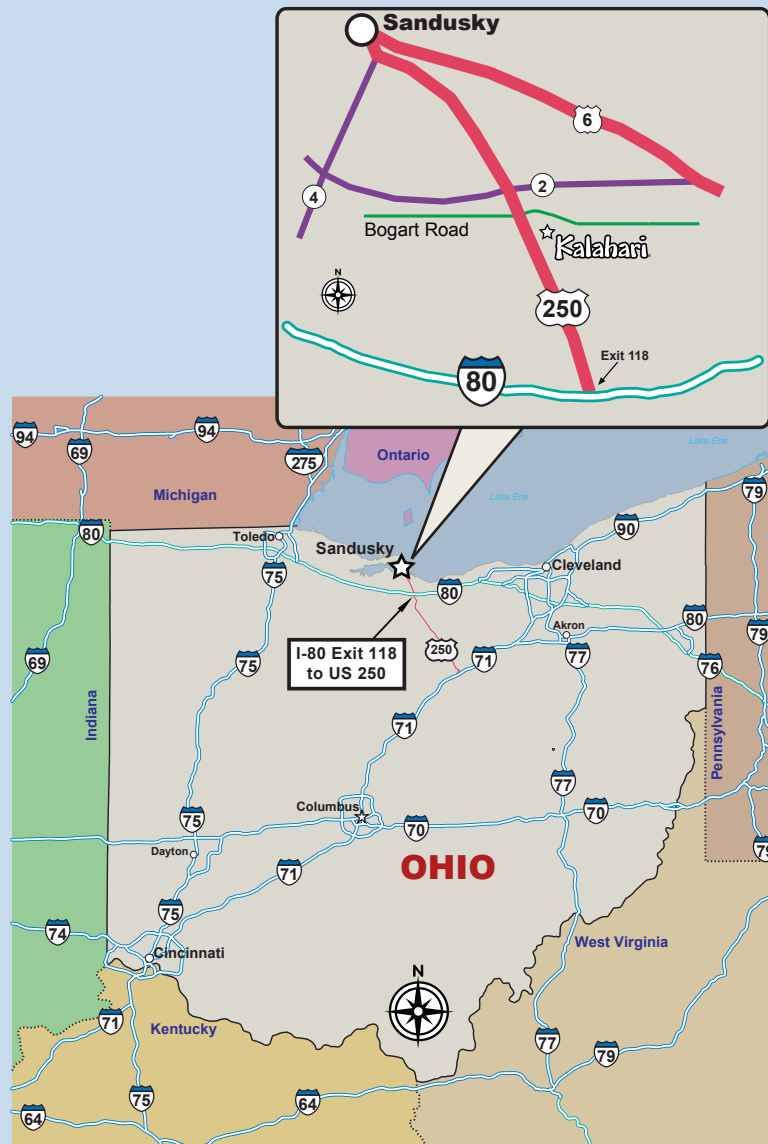
Take I-75 North to exit 195, Ohio Turnpike I-80/90. Take the Ohio Turnpike I-80/90 East. Exit the Ohio Turnpike at exit 118 - Rt. 250 Sandusky. Take Rt. 250 West (north) towards Sandusky. Go approximately 2 miles and Kalahari Resort will be on the right.

From Cincinnati, OH:

Take I-75 North to exit 169 for Rt. 13 North. Make a Left onto Rt. 13 North. Take Rt. 13 North to Rt. 250 West. Turn left onto Rt. 250 West and travel west to Kalahari, which will be on the right.

From Indianapolis, IN:

Take I-70 East to exit 33B (I-75 North). Take exit 195, the Ohio Turnpike east I-80/90. Exit the Ohio Turnpike at exit 118 - Rt. 250 Sandusky. Take Rt. 250 West (north) towards Sandusky. Go approximately 2 miles and Kalahari Resort will be on the right.



From Wheeling, WV:

Take I-70 West (US 250 North) to exit 180 B, I-77 North. Follow I-77 North to exit 87 US-250 West. Follow US-250 West to Sandusky. Kalahari Resort will be approximately 2 miles north of the Ohio Turnpike.

From Columbus, OH:

Take I-71 North to exit 169 for Rt. 13 North. Make a left onto Rt. 13 North. Follow Rt. 13 North to Rt. 250 West. Make a left onto Rt. 250 West. Follow Rt. 250 West until you see Kalahari Resort on the right. Kalahari Resort will be approximately 2 miles north of the Ohio Turnpike.

Contact Information

Please call 419.433.7200 and direct your question to the appropriate staff member.

Department	Extension
Business Center	34282
Concierge / Shuttle Services	34283
Group Waterpark Booking (Day parties)	34214
Shipping & Receiving	34067
Menu, Beverage, Meeting Room and Audio Visual	Conference Service Manager
Billing	Conference Service Manager
Contract Questions	Conference Service Manager
Rooming Lists	Conference Service Manager
Security	Conference Service Manager

Please visit KalahariResorts.com for online copies of the following documents:

- This entire brochure
- Menus
 - [Banquet](#)
 - [Restaurant Menus](#)
- [Floor Plans](#)
- [Audio Visual Price List](#)
- Exhibit Information
(Including shipping and receiving)
- [Service Order Form](#)
- [Event Planning Guide](#)
- [Map and Directions](#)
- [Recommended Services and Attractions](#)
- [Policies and Procedures](#)
- [Direct Bill Application](#)
- [Credit Card Authorization Form](#)
- [Spa Kalahari Brochure and Price List](#)

