



SIT BACK AND RELAX

WE'RE GOING TO TAKE CARE OF YOU

POLICY AND PROCEDURE GUIDE

POCONO MOUNTAINS, PA

FEATURES & SERVICES

MEETING ROOMS

Kalahari Resorts & Convention Center has a variety of meeting rooms. All our meeting space is carpeted with state-of-the-art sound, Telephony, Wired, and complimentary Wireless Internet Access. Each space has independent heating and air-conditioning, house sound and available background music, and variable lighting. Breakout rooms and several ballroom suites have built-in screens. Select spaces have a variety of utilities in floor access panels and around the perimeter of rooms. Charges may apply. Please see your Catering Manager for details.

THE BUSINESS CENTER

Kalahari Resorts & Conventions provides a dedicated Business Center in the Convention Center. Fax, color copies, computer access and shipping and receiving services are all provided.

SHIPPING SERVICES & STORAGE

The business center can assist you in shipping materials to and from Kalahari Resorts & Conventions. Shipping and receiving charges may apply. Please contact the Business Center or your Catering Manager for details.

SMOKING AREAS

Kalahari Resorts & Conventions provides a smoke-free environment.

LOST & FOUND

A central lost and found department handles all lost and found items for the resort. Please claim lost property on Chargerback.com. See Guest Services with any questions. Kalahari Resorts & Conventions is not responsible for lost or stolen items in any meeting space, public area, or parking lot.

PARKING

Kalahari Resorts & Conventions has approximately 1,391 free parking stalls for your event.

HELP LINE

Kalahari Resorts & Conventions provides a direct line of communication to the Banquet Operations Department. Simply dial 21HELP (214357) from any house phone in the resort.

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's main entrances. Customization of this information, including the addition of your organization's logo, may be available. Please see your Catering Manager for details.

PLANNING GUIDE

EVENT PLANNING

Once your event is contracted, Kalahari Resorts & Conventions uses a dedicated team of Catering Managers and Group Room Coordinators to facilitate all your group's needs. Initially, an Event Outline should be submitted to the Catering Manager.

There are several items to include in this Event Outline:

- Start and end times for all events
- Break out meetings and event titles
- Rooms set up styles and requirements
- Audio Visual requirements
- Any special requests for signage, security, or other specialty services
- Contact names and phone numbers and a description of responsibilities for any staff that Kalahari Resorts & Conventions may be working with
- Contact information and description of service for any outside vendors being planned for this event

AT KALAHARI, TAKING CARE OF BUSINESS MEANS TAKING CARE OF YOU.

We know your schedule can be hectic, so we're here to do everything in our power to make your next event go off without a hitch. Don't be fooled. Creating a seamless experience between on-and off-line event elements is increasingly tricky in today's mobile age. Check out our blog @blog.kalaharimeetings.com



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	Catering Manager
Initial details with Catering Manager	70 days prior to arrival	Catering Manager
Submit a general outline of your meeting, including all events, room set-ups, audio-visual needs, and meal choices	60 days prior to arrival	Catering Manager
Advise your attendees of the sleeping room cutoff date	45 days prior to arrival	Catering Manager/Reservations
Work with Conference Catering Manager via phone or appointment to finalize details for each of your events	45 days prior to arrival	Catering Manager
Any final rooming lists or individual reservations due	30 days prior to arrival	Catering Manager/Reservations
Final Banquet Event Order (BEO) form for each event signed by client	14 days prior to arrival	Catering Manager
Final advance payments due as contracted	Refer to contract	Catering Manager
Final payment due	30 days after receipt of any billing from Kalahari	Accounting
Food and Beverage guarantees due for each meal and break event	See page 19	Catering Manager
Pre-convention (pre-con) meeting	Day before arrival	Catering Manager & Related Departments
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

ADDITIONAL DEADLINES FOR CONVENTIONS AND TRADESHOWS

ACTIVITY	DEADLINE	CONTACT
Confirm decorator and exhibitor move in & move out schedules	60 days prior to arrival	Catering Manager
Final floor plan for tradeshow	60 days prior to arrival	Catering Manager
Arrange for event security personnel	45 days prior to arrival	Catering Manager
Special signage requests	30 days prior to arrival	Catering Manager
Requests for keys to storage/office rooms	30 days prior to arrival	Catering Manager
Exhibitor service order forms due for electric, internet, phone, etc.	30 days prior to arrival	Catering Manager

PLANNING GUIDE

BASIC MEETING ROOM SET UP

The basic meeting room rental includes water service, up to four skirted displays or material tables, chairs, and tables per specified setup, one daily refresh/cleaning, and heat and air conditioning at no additional charge. Labor charges will be applied for changes in room setup during the day. Your Catering Manager can provide cost estimates of additional labor for room turns or additional cleaning/refreshes.

ADDITIONAL TABLES & SKIRTING

Rooms that are being used for displays and exhibits require the use of covered and skirted tables. An additional charge of \$25 per day per skirted table, including two chairs, will apply if an outside exhibit services company is not utilized. If one is used, they will supply all tables and chairs. Electrical services are available at an additional charge.

POTENTIAL EXTRA CHARGES

The following charges may be applied to your final bill. All extra charge items will be listed and priced on your Event Orders if your Catering Manager is aware of the request:

- Audio Visual (Please refer to a current AV Price list)
- Audio Visual labor and/or dedicated AV technician
- Electric, phone, and Wired Internet access
- Skirted exhibit or display tables
- Damages or loss of equipment
- Banner or sign hanging
- Lost keys to meeting rooms
- Corkage fees for specialty Food and Beverage items
- Extended storage fees
- Labor charges for loading and unloading freight
- Any program scheduled during a meal function lasting more than 90 minutes that necessitates the retention of employees for the final clearing of tables
- Multiple refreshing of meeting rooms
- Set up, removal, and disposal of client supplied décor (centerpieces, programs, decorations)
- More than one meeting room set per function room per day
- Adding items during your event may incur additional costs

CONTACT INFORMATION:

Guest Room Reservations: 877.KALAHARI (525.2427)

Sales Department Toll-Free: 855.411.4605

RESORT PHYSICAL ADDRESS:

Kalahari Resorts & Conventions

250 Kalahari Boulevard

Pocono Manor, PA 18349

POLICIES & PROCEDURES

GENERAL INFORMATION

The policies and pricing identified in this document are subject to change. Please review with your Catering Manager any items that may affect your event. This list may not include all policies of Kalahari Resorts & Conventions.

AMPLIFIED MUSIC & ENTERTAINMENT

To ensure the comfort of all Kalahari Resorts & Conventions 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 Resorts & Conventions reserves the right to cease amplified music at any time. Kalahari Resorts & Conventions observes a 10 pm "Quiet Time" for all guest sleeping room areas.

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.

LIVE ANIMALS

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

BANNERS, SIGNAGE, & DECORATIONS

Exhibitors, speakers, clients, and other event participants must have prior approval from the Catering or Banquet Manager before affixing any decorations to 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 Catering Manager, which will be subject to labor charges. All decorative materials must be made from a nonflammable material or treated and maintained in a flame-retardant condition.

TICKETED EVENTS

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

NOVELTIES & MERCHANDISING

A 20% commission on the gross sales will be paid to Kalahari Resorts & Conventions 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 Resorts & Conventions reserves final approval of any items offered for sale. Food and Beverage items in any form or packaging cannot be sold without written permission from Kalahari Resorts & Conventions.

POLICIES & PROCEDURES

PENNSYLVANIA SELLER'S PERMIT

Any individual, partnership, corporation, or other organization making retail sales or products or taxable services in Pennsylvania may be required to have permits.

RAFFLES

Organizations having their event at Kalahari Resorts & Conventions are expected to have any licensing or permitting as required by law.

NO SOLICITING

Kalahari Resorts & Conventions will not permit clients or any agent of your event to solicit our guests or staff. No materials can be displayed outside of the area of your event, and all promotional materials displayed on the resort property must be approved by Kalahari Resorts & Conventions.

EXCLUSIVE SERVICES

Kalahari Resorts & Conventions has exclusive service agreements for Security, Audio Visual, and Exhibitor Services. Please speak to your Catering Manager if you need these services.

FUNCTION ROOM KEYS

One key will be provided at no charge for meeting rooms designated for storage or as an office. Additional keys may be provided. A fee of \$100 will be charged for any lost hard keys. Any meeting room can be locked by the Convention Services Department by dialing 21HELP from any house phone. Kalahari Resorts & Conventions is not responsible for lost or stolen items in any meeting space, public area, or parking lot.

TOWEL CHARGE

Complimentary towels are provided in the Waterpark for overnight guests and need to be exchanged DAILY to avoid the \$25 per towel charge. Guest room towels are not permitted in the Waterpark. We strongly encourage waterpark day guests to bring their own towels, as towels are not provided for waterpark day pass guests. However, if you should forget, we do have towels available for purchase starting at \$25.



FOOD & BEVERAGE

GUARANTEE DUE DATES

DAY OF THE EVENT	DAY GUARANTEE IS DUE BY 12 PM
Monday, Tuesday, Wednesday	Preceding Friday
Thursday	Preceding Monday
Friday	Preceding Tuesday
Saturday	Preceding Wednesday
Sunday	Preceding Thursday

ACTUAL COUNTS & MEAL TICKETS

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

SERVICE CHARGE

All food, beverage, audio-visual and other equipment rental charges are subject to a taxable service charge and applicable taxes.

STANDARD CENTERPIECE & LINEN

Kalahari Resorts & Conventions will provide linens and napkins for your tables as well as a small centerpiece for dinner functions. Alternative linen colors may be available for a charge and must be ordered in advance.

FOOD RESTRICTIONS

Kalahari Resorts & Conventions does not permit outside food and beverage to be brought into any function space or common area of the Resort. All food and beverage served or consumed on the premises must be purchased, prepared, and served by Kalahari Resort Convention Center. Unused banquet food and beverage cannot be taken from the function space. At the conclusion of the function, such food and beverage remain the property of Kalahari Resorts & Conventions.

MULTI & SPLIT ENTRÉE FEE AND BUFFET MINIMUMS

Split entrée choices for a group's plated meals are available at a \$1 per person charge per split, and guarantees for each entrée are required. See current Banquet & Catering Menus for buffet minimums.

MEAL IDENTIFICATION

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

BEVERAGE CHARGES

Bar Minimums may apply. See Catering Manager for details.

DIETARY RESTRICTIONS

Special meals for dietary and religious reasons are available. Requests and counts are due to your Catering Manager with guarantees for meal functions.

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 & CANCELLATION CHARGES

All individual reservations require a one-night (plus tax) 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 canceled 72 hours or more in advance of arrival will receive a full refund, less a \$25 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 current sales and room taxes unless proper documentation is supplied prior to check-in.

CHECK-IN & CHECK OUT

Check-in time is 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 prior 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 the relationship between the two parties.



AUDIO-VISUAL

SERVICE CHARGE

All food, beverage, audio-visual and other equipment rental charges are subject to a taxable service charge and applicable taxes.

OUTSIDE AUDIO-VISUAL EQUIPMENT

Kalahari Resorts & Conventions is the exclusive provider of all audio-visual equipment (except computers). No audio-visual equipment may be brought into the meeting spaces of the resort without advanced written authorization.

SELECTING AUDIO-VISUAL EQUIPMENT

Kalahari Resorts & Conventions 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 the availability of equipment and the proper setup of your function space. Credit will not be given for audio-visual ordered but not used. Additional charges may apply for audio-visual equipment added after arrival.

CONNECTING TO HOUSE SOUND

Only Kalahari staff may connect any equipment to the house sound system. Labor charges may be incurred for the audio-visual technician's assistance in making such connections.

AUDIO-VISUAL TECHNICIAN FEES

Labor fees for audio-visual technicians may be charged based on the client's request. Fees will be based on a one hour minimum.

BROADCAST RIGHTS & RECORDING

Kalahari Resort reserves all rights and privileges for outgoing radio, Internet, and television broadcasts originating from the resort during 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 Resorts & Conventions reserves the right to require payment for granting these rights and privileges to broadcast and/or record events.

BROADCASTING PROPRIETARY MATERIAL

Clients holding events at Kalahari Resorts & Conventions 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 materials 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 Resorts & Conventions 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 & LARGE EQUIPMENT

To protect the carpet of the Kalahari Resorts & Conventions ballrooms, all vehicles, heavy equipment, and forklifts must be pre-approved before your event. Vehicles and large equipment cannot 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 protection of plastic must be placed under the vehicle. All displays must adhere to all local and state laws. Any display booth item over 50 pounds must be brought in through the loading dock entrance.

TABLES & CHAIRS FROM PIPE & DRAPE

Events utilizing an exhibitor services company must order tables and chairs through the decorator. Kalahari Resorts & Conventions will not provide tables and chairs to exhibitors without a fee. Each table will be charged \$25 per day.

STORAGE, DELIVERY, & SHIPPING

Kalahari Resorts & Conventions will charge handling fees for packages being shipped to exhibitors. Kalahari Resorts & Conventions will not accept freight deliveries for tradeshow. Freight and drayage must be arranged through your exhibit services company. After your event, exhibitors and the exhibitor services company are responsible for arranging the shipping of any freight. The Business Center can assist in the shipping of materials other than freight after your event. Please contact the Business Center for current handling fees and charges for shipping and receiving packages. Kalahari Resorts & Conventions 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 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 Catering Manager. Exhibitors distributing samples must sign a release of liability waiver. Food or Beverage samples not relevant to an exhibitor's business must be purchased through Kalahari Resorts & Conventions. There will be a chef's fee when Kalahari staff or equipment is used to prepare exhibitors' food items.

FIRE EXITS

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

MSDS SHEETS

OSHA requires that Kalahari Resorts & Conventions 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 MSDS sheets for each chemical they are using.

FINANCIAL INFORMATION

PAYMENTS

Payments and advance deposits should be made out to “Kalahari Resorts” and should indicate the Account Name and Event Name. Payments can be sent to Kalahari Resorts & Conventions, PO Box 590, Wisconsin Dells, WI 53965.

DIRECT BILL

Kalahari Resorts & Conventions 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 two years prior, a current application will be required. By filling out a Direct Bill application, you authorize Kalahari Resorts & Conventions to check your organization’s credit history.

Typically, Direct Bill privileges will not be granted to clients with less than \$500 in billable charges. For groups that are not granted Direct Bill approval, a 7-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. Any outstanding balances (exclusive of disputed charges) will be due and payable upon receipt of an invoice. 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.

TAX-EXEMPT QUALIFICATIONS

Kalahari Resorts & Conventions strictly adhere to Pennsylvania tax-exempt laws and guidelines. If, upon an audit a tax-exempt status is found not to be valid, then Kalahari Resorts & Conventions reserves the right to collect tax from the individual that stayed at the resort.

PAYMENT GUARANTEE

As a guarantee, Kalahari Resorts & Conventions requires Direct Bill clients to have a credit card on file as a backup form of payment. Outstanding balances of the master account not received within 60 days will be charged to this card, plus any incurred finance charges. Kalahari Resorts & Conventions reserves the right to charge a fee of up to 3% if a credit card is used to pay for direct charges.

