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# POLICIES AND 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 Resort.

## Amplified Music and Entertainment

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

## Family Friendly Environment

Kalahari Resorts and Conventions is a family friendly property. All bookings, activities and personal conduct are subject to that standard as determined in the sole discretion of Kalahari management. Failure to comply with the standard may result in cancellation of your event and/or eviction from the property, both without refund.

## 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 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.

## Banners, Signage and Decorations

Exhibitors, speakers, clients and other event participants must have prior approval by the Catering 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 Catering Manager. The hanging of banners will result in a labor charge to the final bill. All decorative materials must be made from a nonflammable material or treated and maintained in a flame-retardant condition.

## Ticketed Events

Kalahari 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 the 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.

## Wisconsin Seller's Permit

Any individual, partnership, corporation or other organization making retail sales or products or taxable services in Wisconsin is required to have a seller's permit. An application form A-101 can be obtained from any Wisconsin Department of Revenue office. 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 have all raffle licensing as required by Wisconsin State law. The State of Wisconsin Statutes require all raffles to be licensed through the Office of Charitable Gaming. Tax exempt organizations, having charitable work as a major purpose written into their by-laws, can qualify for a raffle license. The Office of Charitable Gaming asks for 4-6 weeks to process an Original Raffle License Application. For further assistance please call 608-270-2552.

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## No Soliciting

Kalahari Resorts does 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. All promotional materials must be approved by Kalahari Resort.

## Exclusive Services

Kalahari Resort has exclusive service agreements for Security, Audio Visual, Decorator, Floral and Baby-sitting services. Please speak to your Catering Manager if you are in need of these services.

## Keys To Rooms

One key will be provided at no charge for meeting rooms designated for storage or as an office. Additional keys can be provided for a \$10 per key charge. A fee of \$100 will be charged for any lost keys. Any meeting room can be locked by the Convention Services Department by dialing 4HELP from any 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

<u>Day of the event</u>	<u>Day guarantee is due by 12 noon</u>
Monday, Tuesday, Wednesday	Preceding Friday
Thursday	Preceding Monday
Friday	Preceding Tuesday
Saturday	Preceding Wednesday
Sunday	Preceding Thursday

## Actual Counts And Meal Tickets

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. At clients request, Kalahari Resort will collect meal tickets for an additional charge.

## Service Charge

All food, beverage and Audio Visual rental is subject to a taxable service charge (currently 24%) and applicable sales tax (currently 6.75%). All other charges (excluding function space) are subject to applicable sales tax. All prices quoted are subject to change and will be guaranteed with your Conference Service Manager 60 days prior to your function.

## Standard Centerpiece and Linen

Plated and buffet dinners includes 3 votive candles on each table. Kalahari Resort will provide linens and napkins for your table. 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 premise must be purchased, prepared and served by Kalahari Resort. Unused banquet food and beverage can not be taken from the function space. At the conclusion of the function such food and beverage becomes the property of Kalahari Resort.

## Multi Entrée Fee and Buffet Minimums

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

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# POLICIES AND PROCEDURES

## **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**

Minimum apply, see Catering Manager for details. 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 Catering Manager 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) 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 12.25% sales and room tax unless being paid by an authorized and documented tax exempt organization.

### **Check In and Check Out**

Check in time is 4 p.m. and check out is 11 a.m.

### **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 relationship of the two parties.

## **Audio Visual**

### **Service Charge**

All food, beverage and Audio Visual rental is subject to a taxable service charge (currently 24%) and applicable sales tax (currently 6.75%). All other charges (excluding function space) are subject to applicable sales tax. All prices quoted are subject to change and will be guaranteed with your Conference Service Manager 60 days prior to your function.

### **Outside Audio Visual Equipment**

Kalahari Resort 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 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 may be incurred for audio visual technician's assistance in making such connections.

# POLICIES AND PROCEDURES

## **Audio Visual Technician Fees**

Labor fees for audio visual technicians may be charged based on client's request. Fee will be \$75 per hour - minimum 1 hour.

## **Broadcast Rights and 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 Resort 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 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 Kalahari Resort 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 protection of 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 from Pipe and Drape**

Events utilizing a pipe and drape 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 4 tables are no charge. Each table after four will be \$25 per day.

### **Storage, Delivery and Shipping**

Kalahari Resort will charge handling fees for packages being shipped to exhibitors. Kalahari Resort will not accept freight deliveries for tradeshow. 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 (Ext. 41267) can assist in shipping of materials other than freight after your event. Please call the Business Center (Ext. 41267) 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 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. Exhibitor's 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 staff or equipment is used to prepare 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 MSDS sheets for each chemical they are using.

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# FEATURES AND SERVICES

## **Meeting Rooms**

Kalahari Resort has a variety of meeting rooms. All of our meeting space is carpeted with state of the art sound, phone, T1 and complimentary WiFi Internet Access. Each space has independent heating and air-conditioning, house sound and background music, and variable lighting. All breakout rooms and several ballroom suites have built in screens. Ballroom spaces have a variety of utilities in floor access panels. Charges may apply, please see your Catering 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 are all provided.

## **Shipping Services and Storage**

The business center can assist you in shipping materials to and from Kalahari Resort. Shipping and receiving charges may apply, please contact the business center. Ext. 41267

## **Smoking Areas**

Kalahari provides a smoke-free environment.

## **Lost and Found**

A central lost and found department handles all lost and found items for the resort. Please contact this department at ext. 42036 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 2,000 free parking stalls for your event.

## **HELP Line**

Kalahari Resort provides a direct line of communication to the Banquet Operations Department. Simply dial 4HELP (44357) 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 main entrances. Can add logo for a \$25 fee. See Catering Manager for details.

# PLANNING GUIDE

## Event Planning

Kalahari Resort uses a dedicated team of Catering Managers to coordinate your needs. After your event is contracted, a Catering Manager will be assigned to assist you. Initially, a general meeting outline should be submitted to the Catering Manager.

There are several items to include in this general meeting outline:

- Start and end times for all events
- Break out meeting and event titles
- Rooms set up styles and requirements
- Audio Visual requirements (including sound, projectors, power, TV, phone, and Internet)
- Any special requests for signage, security, baby-sitting service
- Contact names and phone numbers and a description of responsibilities for any staff that Kalahari Resort may be working with
- Contact information and description of service for any outside vendors being planned for this event

## 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 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 cut off 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
Advanced payment due for group without Direct Bill status	30 days prior to arrival	Catering Manager
Final Banquet Event Order (BEO) form for each event signed by client	21 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 (precon) meeting	Day before arrival	Catering Manager and 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
Outstanding charges	After 30 days of receiving the final bill a monthly finance charge of 1.5% will be added	Accounting

## Additional deadlines for Conventions and Tradeshows

Confirm decorator and exhibitor move in and move out schedules	60 days prior to arrival	Catering Manager
Final floor plan for tradeshows	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 up to four skirted display or material tables, chairs and tables per setup specified, water service, one daily cleaning, heat and air conditioning at no additional charge. Meeting room rental includes one set up per day. Labor charges will be applied for room turns during the day. Your Catering Manager can provide cost estimates of additional labor for room turns or additional cleaning. One room refresh per day is included with your water service.

## 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 \$25 per day per skirted table including two chairs will apply. When using an outside trade show decorator, decorator must supply all tables and chairs. Electrical service 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 a BEO if Kalahari is aware of the request:

- Audio Visual (Please refer to the AV price listed in this information kit)
- Audio Visual labor
- Electric, phone, and Internet access
- Skirted tables – for rooms that need more than 4 skirted 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
- 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

Adding items during your event may incur additional costs.

## Contact information:

### Mailing Address:

Kalahari Resort  
PO Box 590  
Wisconsin Dells, WI 53965

Direct Phone: 608.254.5466  
Reservations: 877.KALAHARI (525.2427)  
Sales & Catering Fax: 608.254.8609  
Front Office Fax: 608.254.2381  
Accounting Fax: 608.254.4460

### Shipping ONLY Address:

1305 Kalahari Drive  
Wisconsin Dells, WI 53965

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# POLICIES AND PROCEDURES

## Financial Information

### Payments

Payments and advance deposits should be made out to "Kalahari Resort". Payments can be sent to PO Box 590, Wisconsin Dells, WI 53965.

### 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 \$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. 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.

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 60 days will be charged to this card plus any incurred finance charges. Kalahari Resorts reserves the right to charge a fee of up to 3% if a credit card is used to pay for direct charges.

### Tax Exempt Qualifications

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

For group master bills an S-211 form must be on file in advance of your event to ensure tax exempt status. Only charges on the master bill that are paid by the organization through association check, cash or 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 qualifying for tax exempt status as well as an S-211 form. This document must include the organization name, 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.

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