

WELCOME BACK TO KALAHARI! HERE'S WHAT CAN EXPECT AS OUR "NEW NORMAL" FOR YOUR UPCOMING STAY.



We continue to monitor the recommendations from the CDC and state guidelines. The information continues to be fluid. We are committed to this evolving process, so that when the times comes to rest easy - you're able.

This is Kalahari's Commitment to Clean, and to you. Everything we do, we do for the safety of our guests and our team. We want you to have confidence in your getaway to focus on the family memories - instead of the worry. Our family and associates take pride in the role we are playing to ensure the wellness of those we serve. Thank you for making that possible.

THINGS WILL LOOK DIFFERENT DURING YOUR TIME WITH US.

Please take a moment to read this import IMPORTANT INFORMATION ON the CHANGES WE HAVE MADE. Below you will learn how our wellness initiatives impact your stay, and guest responsibilities to ensure everyone stays healthy.

We're all in this together, let's have some fun!



STEP 1

When you arrive, if you are able to do so, please only have 1 family member go to the front-desk to check in.



STEP 2

Please be mindful of all physical distancing requirements. There are visual markers placed along the floor to aid in spacing.



STEP 3

Our team might look a bit different - a bit more protected. But we are still so excited to serve you. We will have masks on, but with some Kalahari flair. We're ensuring that even as they're a barrier to transmission, they are not a barrier between us and you.



STEP 4

The front desk is now a paperless stop. Your wristbands will be sanitized prior to handing them off. Then, we will confirm your cellphone number with you and text you everything you once would have gotten via paper. You'll notice 'Texting Keywords' around the resort. These are easy one word prompts to get the information you need, delivered right to your phone. For a list of all keywords available, please text 'KEYWORD' to 419-549-5210. This number is also a direct text line into our team, so if you need anything else, just let us know!



STEP 5

We continue to remove all unnecessary touchpoints, to minimize guest and associate contact. For your safety and our team's, we have temporarily removed valet parking, bell service and luggage storage. We ask that all guests store luggage in their vehicles until their room is ready or after check-out.



STEP 6

We will have robust presence of Sanitizer Stations located throughout the resort. We ask that you sanitize frequently during your stay with us.



STEP 7

Your room has been prepared by our team of housekeeping professionals committed to your safety and no one has entered since. All touch points in your room have been sanitized by EPA registered hospital grade disinfectant including tables, doorknobs, light switches, counter tops, handles, phones, remotes, toilets, faucets, and sinks.



STEP 8

Time to Eat! We're pretty serious about food. But, we've had to change a few things to ensure we can safely bring you the world-class dining you have come to expect from us. For the sit-down dining options that are open, we've adjusted the seating arrangements to keep proper spacing. Menus have gone digital. We will give you a QR code to scan to view the menu. If this isn't an option for you, just let us know. We are happy to provide you a single-use paper menu. We're using single-serve condiments whenever possible. Last, but not least, pen and check presenters will be sanitized after each use.



STEP 9

If you're using the Convention Center - we want to ensure you're comfortable with your entire experience. After all, Convention Centers bring people together. Here are a few details of how we are ensuring a safe event for all attendees. Continental buffets and coffee breaks will focus on house-packaged, single use or refillable options. We are reconfiguring meeting room layouts to accommodate physical distancing best practices. All AV equipment will be sanitized between use, including: microphones, podiums and light switches. High touch items such as pens, paper and mints have been removed or are single use. For a complete detailed list, please [visit here](#).



STEP 10

If you need something, ASK! You can always call the front desk by dialing '0' from a house phone, or better yet - just use your personal mobile device and text us at 419-549-5210. You can use the keywords or there is a live person on the other end. Thank you for allowing us this opportunity to serve you and your family.

We are beyond excited to serve you in a world where all we have to worry about is making memories. While we have taken every precaution we can think of, limitations remain as to how we can safely operate. To minimize any surprises, please see the list below on what we anticipate being available for your upcoming stay. We thank you in advance for understanding we have kept physical distancing and safety best practices in mind at all times.

**HERE'S WHAT WE EXPECT TO BE
AVAILABLE DURING YOUR STAY**



Sands Pool and Pool Deck

Weather pending, the outdoor pool and pool deck will be open.



Outdoor Lagoon Pool

Weather pending, the outdoor pool in the Outdoor Waterpark will be open. However, the rest of the Outdoor Waterpark will remain closed at this time.



Outdoor Bungalow Rentals

Cabanas are available for rental. Please visit online or give a call to snag your Cabana.



Spa Kalahari

Now accepting appointments. Treat yourself with a massage, pedicure and so much more. Text RELAX to 419-549-5210 for more info.



Safari Animal Park

During this time, included with your stay with one visit per person, per stay.



Retail

Select retail locations will be available for shopping throughout the day with limited hours. If you need something within one of our stores that is not open, please let us know. We're happy to assist.



In-Room Dining

You can order delicious favorites for contactless delivery, right to your room.



Java Manjaro

No one should have to go without their morning coffee. Proudly serving Starbucks and offering an abundance of other delicious treats! Hours will be limited.



Ivory Coast

Get Kalahari classic dining options conveniently located within the lobby. There's something for everyone, including the pickiest of eaters. Open for Breakfast and Lunch.



B-Lux Grill & Bar

Dine in or carryout a delicious burger and shakes. Hours will be limited.



Candy Hut

Available and ready to fulfill that sweet tooth craving with limited hours. Stop by and get a sweet treat, located within the lobby.



Café Mirage

Grab 'n go food is ready for a you to grab a quick bite to eat, in-between the fun. Located just outside of the waterpark, we are looking forward to seeing you swing by.



Kalahari Fitness

Kalahari Fitness and Training helps take the guilt out of your vacation pleasures! We will be sanitizing the gyms twice daily and we appreciate your patience while that process is completed.



THE ARCADE

The Big Game Room features hundreds of the newest, biggest and best arcade games, simulators and redemption games for the entire family. It's more than big - it's HUGE!



Ropes Course

Test your balance and coordination on this three level course featuring 48 elements spanning over 750 feet of thrilling ropes adventures.



Zip Line

Soar over 60 feet above Safari Outdoor Adventure Park on our 200 - 400 foot-long zip rides. Riders of all ages and experience levels can enjoy this attraction.



NEW Mini Golf

Hit the links outdoors for twelve exciting holes at the **NEW** Great Escape Mini Golf Course.



Outdoor Waterpark Opens June 13!

More Slides. More Splash. More Summer Sun.
Make it the #BestSummerYet



**WE'RE
TEMPORARILY
CLOSED**

Indoor Waterpark



**WE'RE
TEMPORARILY
CLOSED**

Climbing Walls

WE CAN'T WAIT TO SEE YOU SOON!