

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 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
Arrange for Pop-In Nanny Service	30 days prior to arrival	Direct to Pop-In-Nanny Agency

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

