

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 tradeshow | 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 |

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 \$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.

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 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

Toll Free: 877.642.6842

(Address to the person that will be looking for it)

Direct Phone: 419.433.7759

c/o Kalahari Resort

Reservations: 877.525.2427

7000 Kalahari Drive

Sales Fax: 419.433.7748

Sandusky, OH 44870

Front Office Fax: 419.433.5054

Hold for Name & Date Conference

Box(es) _____ of _____ (Multiple boxes MUST be numbered)

Name of Catering /Conference Service Manager

