

Kalahari® EVENT 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 & TRADESHOWS

ACTIVITY	DEADLINE	CONTACT
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 FOR GROUP PLANNERS:

Name of Group & On-site Contact
Address to the person that will be looking for it
c/o Kalahari Resort

7000 Kalahari Drive
Sandusky, OH 44870
Hold for Name & Date Conference
Box(es) _____ of _____ (Multiple boxes MUST be numbered)
Name of Catering /Conference Service Manager

CONTACT

Toll Free: 877.642.6842
Direct Phone: 419.433.7759
Reservations: 877.525.2427
Sales Fax: 419.433.7748
Front Office Fax: 419.433.5054



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