



**RISK-FREE
RESERVATIONS**



WILDERNESS AT THE SMOKIES SAFER AT PLAY PROGRAM

PLAY SAFE, PLAY HEALTHY

WILDERNESS AT THE SMOKIES COVID-19 SAFETY PRECAUTIONS

Wilderness Resorts and Waterparks, the developer of Soaky Mountain Waterpark has always held the comfort and safety of our guests and staff in the highest regard. In light of COVID-19 we have taken a number of additional steps to ensure that those at our waterparks are able to play and work in a clean and enjoyable environment. The details of our Safer At Play Program can be found below:



Safer At Play

MASKS

SEVIER COUNTY OFFICIALS, TOGETHER WITH OUR LOCAL HEALTH DEPARTMENT, HAVE INSTITUTED A MANDATE THAT REQUIRES ANYONE IN OUR COUNTY (VISITORS AND RESIDENTS ALIKE) TO WEAR A FACE COVERING IN ALL PUBLIC **INDOOR** PLACES WHERE SOCIAL DISTANCING IS NOT POSSIBLE.

OFFICIAL MANDATE - TO READ THE COMPLETE EXECUTIVE ORDER PLEASE FOLLOW THIS LINK [HTTPS://BIT.LY/2AGQC5F](https://bit.ly/2AGQC5F)

HOW WILL THIS IMPACT MY VISIT AT THE RESORT?

THIS MANDATE MEANS THAT IN OUR LOBBY, HALLWAYS, ARCADE, RETAIL OUTLETS, SHUTTLES, PUBLIC RESTROOMS AND RESTAURANTS FACE COVERINGS WILL BE REQUIRED.

WHEN YOU ARE SEATED IN OUR RESTAURANTS, YOU MAY REMOVE YOUR MASK TO ENJOY YOUR MEAL.

IN OUR WILD WATERDOME INDOOR WATERPARK, IF YOU ARE NOT IN THE WATER WE WILL ALSO BE REQUIRED TO WEAR A FACE COVERING IF SOCIAL DISTANCING CANNOT BE ESTABLISHED. PER CDC GUIDELINES MASKS WILL NOT BE PERMITTED IN THE WATER OR ON ANY WATER RIDES.





**SAFER
AT PLAY**

WILDERNESS
RESORTS AND WATERPARKS™

PHYSICAL DISTANCING

GUESTS WILL BE ASKED TO GATHER IN GROUPS OF 10 PEOPLE OR LESS AND TO REMAIN A LEAST 6 FEET APART FROM OTHER GROUPS OF GUESTS WHILE ON PROPERTY. SIGNAGE AND OTHER MARKERS HAVE BEEN PLACED THROUGHOUT THE RESORT TO REMIND AND REINFORCE THE NEED FOR SOCIAL DISTANCING.

EMPLOYEE PROCEDURES

ALL EMPLOYEES WILL UNDERGO COVID-19 SAFETY TRAINING BEFORE GUESTS ARRIVE BACK AT OUR RESORT. IN ADDITION:

- ALL EMPLOYEES ARE REQUIRED TO HAVE THEIR TEMPERATURE TAKEN BEFORE STARTING THEIR SHIFT AND WILL BE SENT HOME IF THEY HAVE A FEVER OVER 100.4 OR PRESENT OTHER SYMPTOMS OF ILLNESS.
- ALL EMPLOYEES HAVE BEEN ISSUED A FACE MASK TO WEAR WHEN APPROPRIATE SOCIAL DISTANCING MAY NOT BE AVAILABLE TO THEM.
- ALL HOUSEKEEPING STAFF, FOOD & BEVERAGE STAFF AND OTHERS WHO ARE HANDLING GUEST GOODS OR MERCHANDISE ARE REQUIRED TO WEAR GLOVES AND A MASK AT ALL TIMES.



REGISTRATION

- PLEXIGLASS BARRIERS HAVE BEEN INSTALLED AT EACH FRONT DESK WORKSTATION.
- ALL MATERIALS (ROOM KEYS, WRISTBANDS, CASH ETC) FOR TRANSFER BETWEEN GUESTS AND STAFF ARE BEING PLACED ON A COUNTERTOP TO AVOID DIRECT CONTACT.
- ALL GUEST TOUCHPOINTS ARE BEING DISINFECTED FREQUENTLY UTILIZING HOSPITAL-GRADE CLEANING PRODUCTS.
- GUESTS ARE REQUESTED TO ONLY HAVE ONE MEMBER OF THEIR GROUP IN THE LOBBY DURING REGISTRATION.
- GUESTS ARE BEING ADVISED TO PRACTICE SOCIAL DISTANCING BY STANDING AT LEAST SIX FEET AWAY FROM OTHER PEOPLE WHILE STANDING IN LINE. SOCIAL DISTANCE MARKERS HAVE BEEN ADDED TO ALL QUEUEING AREAS TO AID IN THIS COMMUNICATION.
- HAND SANITIZER STATIONS HAVE BEEN ADDED AT ALL GUEST REGISTRATION AREAS





RESORT LODGING

- PRIOR TO A GUEST'S CHECK-IN, ALL GUEST ROOMS (AND ALL LODGING OPTIONS) ARE BEING DISINFECTED UTILIZING HOSPITAL-GRADE CLEANING PRODUCTS WITH SPECIAL ATTENTION PAID TO HIGH TOUCH POINTS.
- AS AN ADDITIONAL PRECAUTION, BIOPROTECT (WHICH USES PATENTED, EPA REGISTERED TECHNOLOGY TO KILL AND INHIBIT THE GROWTH OF PROBLEMATIC BACTERIA, FUNGI, ALGAE, PROTOZOANS, VIRUSES AND OTHER MICROORGANISMS THAT CAN EXIST ON MANY OTHER SURFACES) IS ALSO BEING APPLIED WITH AN ELECTROSTATIC SPRAYER. IT HAS A 90-DAY RESIDUAL EFFECT FROM THE TIME OF APPLICATION AND IS BEING REAPPLIED AS NECESSARY.
- DURING A GUEST'S STAY THE RESORT WILL NOT BE ALLOWING OUR HOUSEKEEPERS INTO YOUR ROOM TO PROVIDE STAYOVER SERVICE OR TO PROVIDE ADDITIONAL AMENITIES UNLESS ASKED. WE BELIEVE YOUR GUEST ROOM IS YOUR SANCTUARY AND THIS IS A BEST PRACTICE TO PROVIDE PEACE OF MIND FOR ALL OF OUR GUESTS.
- OUR HOUSEKEEPING AND LAUNDRY TEAM MEMBERS ARE REQUIRED TO WEAR GLOVES AND MASKS AT ALL TIMES. ROOM CLEANING STAFF ARE CHANGING THEIR GLOVES BETWEEN EACH ROOM.



WATERPARKS

- PLEASE NOTE: ON MARCH 13TH THE CDC STATED, "THERE IS NO EVIDENCE THAT COVID-19 CAN BE SPREAD TO HUMANS THROUGH THE USE OF POOLS AND HOT TUBS. PROPER OPERATION, MAINTENANCE, AND DISINFECTION (E.G., WITH CHLORINE OR BROMINE) OF POOLS AND HOT TUBS SHOULD REMOVE OR INACTIVATE THE VIRUS THAT CAUSES COVID-19."
- OUR CERTIFIED POOL OPERATORS ARE CONDUCTING ONGOING CHEMICAL READINGS TO ENSURE OUR WATER IS SAFE.
- WE ARE FREQUENTLY DISINFECTING AND SANITIZING ALL LOCKER ROOMS, COMMON AREAS, AND TOUCH POINTS WITH HOSPITAL-GRADE CLEANING PRODUCTS.
- GUEST TABLES AND CHAIRS ARE BEING SANITIZED TO THE EXTENT POSSIBLE BETWEEN NEW GUESTS AND ARE SPACED TO PROVIDE EFFECTIVE SOCIAL DISTANCING.
- GUEST LOCKERS ARE BEING CLEANED AND SANITIZED BETWEEN RENTALS.
- ADDITIONAL HAND SANITIZING STATIONS HAVE BEEN PLACED THROUGHOUT THE WATERPARKS.
- GUESTS ARE BEING ASKED TO SIT AND PLAY IN GROUPS OF NO MORE THAN 10 PEOPLE AND TO SPACE THEMSELVES AT LEAST 6 FEET AWAY FROM OTHER GUESTS.
- SOCIAL DISTANCING MARKERS HAVE BEEN ADDED ON SLIDE TOWERS AND OTHER APPLICABLE QUEUEING LOCATIONS TO REMIND AND REINFORCE SOCIAL DISTANCING GUIDELINES.
- STAFF ARE MONITORING SOCIAL DISTANCING AND PARK CAPACITY TO ENSURE SAFE PLAY.



ARCADES & ATTRACTIONS

- TEAM MEMBERS ARE REQUIRED TO WEAR MASKS AND GLOVES AT ALL TIMES.
- SOCIAL DISTANCING MARKERS HAVE BEEN PLACED IN ALL QUEUEING LOCATIONS TO REMIND AND REINFORCE SOCIAL DISTANCING GUIDELINES.
- ARCADE GAMES HAVE BEEN SPACED OUT OR TURNED OFF TO PROVIDE FOR APPROPRIATE SOCIAL DISTANCING.
- ADDITIONAL HAND SANITIZER LOCATIONS HAVE BEEN PLACED THROUGHOUT OUR ARCADES AND ATTRACTIONS.
- GUEST TABLES AND CHAIRS ARE BEING SANITIZED TO THE EXTENT POSSIBLE BETWEEN NEW GUESTS AND WILL BE SPACED TO PROVIDE EFFECTIVE SOCIAL DISTANCING.
- GUESTS ARE BEING RESTRICTED TO GROUPS OF NO MORE THAN 10 PEOPLE AND REMINDED TO SPACE THEMSELVES AT LEAST 6 FEET AWAY FROM OTHER GUESTS.
- ARCADE GAMES, COUNTERS, MINI GOLF EQUIPMENT, AND ALL OTHER COMMON AREAS AND TOUCHPOINTS ARE BEING FREQUENTLY DISINFECTED WITH HOSPITAL-GRADE CLEANING PRODUCTS.
- AS AN ADDITIONAL PRECAUTION, BIOPROTECT (WHICH USES PATENTED, EPA REGISTERED TECHNOLOGY TO KILL AND INHIBIT THE GROWTH OF PROBLEMATIC BACTERIA, FUNGI, ALGAE, PROTOZOANS, VIRUSES AND OTHER MICROORGANISMS THAT CAN EXIST ON MANY SURFACES) IS ALSO BEING APPLIED WITH AN ELECTROSTATIC SPRAYER. IT HAS A 90-DAY RESIDUAL EFFECT FROM TIME OF APPLICATION AND IS BEING REAPPLIED AS NECESSARY.





FOOD & BEVERAGE OUTLETS

- WE ARE REQUIRING ALL OF OUR CHEFS TO BE SERVSAFE CERTIFIED SO THEY FULLY UNDERSTAND SAFE-FOOD PREPARATION AND HANDLING.
- WE ARE DISINFECTING AND SANITIZING ALL TABLES, MENUS, CONDIMENTS, CHAIRS AND HIGHCHAIRS WITH HOSPITAL-GRADE CLEANING PRODUCTS BETWEEN GUESTS.
- AS AN ADDITIONAL PRECAUTION, BIOPROTECT (WHICH USES PATENTED, EPA REGISTERED TECHNOLOGY TO KILL AND INHIBIT THE GROWTH OF PROBLEMATIC BACTERIA, FUNGI, ALGAE, PROTOZOANS, VIRUSES AND OTHER MICROORGANISMS) IS ALSO BEING APPLIED WITH AN ELECTROSTATIC SPRAYER.
- WE ARE FREQUENTLY CHANGING OUT ALL KITCHEN SERVING UTENSILS FOR CLEANING AND DISINFECTION.
- ALL KITCHEN STAFF ARE REQUIRED TO WEAR GLOVES AND MASKS, AND ARE REQUIRED TO WASH THEIR HANDS WHEN CHANGING GLOVES.
- WE ARE CONTINUOUSLY CLEANING COMMON AREAS, HANDLES, FAUCETS, DISPENSERS, TRASH-RECEPTACLE TOUCHPOINTS, BUTTONS, KEYPADS, COUNTERS AND CLEANING TOOLS WITH HOSPITAL-GRADE DISINFECTANTS.
- GUESTS ARE BEING ASKED TO SIT IN GROUPS OF NO MORE THAN 10 PEOPLE AND TO SPACE THEMSELVES AT LEAST 6 FEET AWAY FROM OTHER GUESTS.
- SOCIAL DISTANCING MARKERS HAVE BEEN PLACED IN QUEUEING LOCATIONS TO REMIND AND REINFORCE SOCIAL DISTANCING GUIDELINES.



Safer At Play



RETAIL OUTLETS

- ALL RETAIL TEAM MEMBERS ARE REQUIRED TO WEAR MASKS AT ALL TIMES AND GLOVES WHEN HANDLING MERCHANDISE OR CONDUCTING TRANSACTIONS.
- TRIED ON CLOTHING WILL NOT BE RECIRCULATED FOR PURCHASE FOR 72 HOURS.
- CHANGING ROOMS ARE BEING DISINFECTED AFTER EACH GUEST USE.
- ALL MATERIALS FOR TRANSFER BETWEEN STAFF AND GUESTS ARE BEING PLACED ON COUNTERTOPS TO AVOID DIRECT CONTACT.
- NO RETURNS OR EXCHANGES WILL BE ACCEPTED. ALL SALES ARE FINAL.
- SOCIAL DISTANCING MARKERS HAVE BEEN PLACED IN ALL QUEUEING LOCATIONS TO REMIND AND REINFORCE SOCIAL DISTANCING GUIDELINES.
- GUESTS ARE BEING ASKED TO SHOP IN GROUPS OF NO MORE THAN 10 PEOPLE AND TO SPACE THEMSELVES AT LEAST 6 FEET AWAY FROM OTHER GUESTS.
- ALL TOUCH POINTS AT POINT OF SALES COUNTERS WILL BE DISINFECTED UTILIZING HOSPITAL-GRADE CLEANING PRODUCTS BETWEEN GUESTS.
- AS AN ADDITIONAL PRECAUTION, BIOPROTECT (WHICH USES PATENTED, EPA REGISTERED TECHNOLOGY TO KILL AND INHIBIT THE GROWTH OF PROBLEMATIC BACTERIA, FUNGI, ALGAE, PROTOZOANS, VIRUSES AND OTHER MICROORGANISMS THAT CAN EXIST ON MANY SURFACES) IS ALSO BEING APPLIED WITH AN ELECTROSTATIC SPRAYER. IT HAS A 90-DAY RESIDUAL EFFECT AND IS BEING REAPPLIED AS NECESSARY.





SHUTTLE BUSES & ELEVATORS

- SHUTTLE BUS DRIVERS ARE REQUIRED TO WEAR MASKS.
- SHUTTLE CAPACITY IS BEING LIMITED TO 9 GUESTS PER BUS TO MAINTAIN APPROPRIATE SOCIAL DISTANCING.
- ELEVATOR CAPACITY IS BEING LIMITED TO SINGLE FAMILIES OR FAMILY GROUPS.
- HAND SANITIZER STATIONS HAVE BEEN ADDED ON ALL BUSES AND OUTSIDE OF ALL ELEVATOR DOORS.





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**RISK-FREE
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FLEXIBLE BOOKING & RISK-FREE RESERVATIONS

OUR RESORT UNDERSTANDS YOU MAY HAVE CONCERNS REGARDING YOUR UPCOMING RESERVATION OR YOU NEED REASSURANCE IN BOOKING A NEW RESERVATION. IF YOU HAVE AN UPCOMING RESERVATION AND WISH TO REBOOK, WE CAN APPLY YOUR PAID DEPOSIT TO A FUTURE STAY*. IN ADDITION, AND THROUGH THE REMAINDER OF 2020, IF YOU NEED TO CANCEL FOR ANY REASON WE WILL REFUND YOUR DEPOSIT AS LONG AS YOU CANCEL AT LEAST 72 HOURS PRIOR TO YOUR ARRIVAL DATE. IF YOU CANCEL LESS THAN 72 HOURS PRIOR TO ARRIVAL THE DEPOSIT WILL BE FORFEITED. *NEW RATES MAY APPLY TO NEW DATES.



**Tennessee
Pledge**