



**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*



## FACE COVERINGS

- PER OUR SAFER AT PLAY PROGRAM, AS WELL AS THE GUIDANCE OF THE CDC, STATE AND LOCAL HEALTH OFFICIALS, WILDERNESS REQUIRES FACE COVERINGS FOR ALL GUESTS AGE FIVE AND OLDER IN ALL PUBLIC INDOOR SPACES.
- **HOW WILL THIS IMPACT MY VISIT AT THE RESORT?** THIS POLICY MEANS THAT IN OUR LOBBIES, HALLWAYS, ARCADES, RETAIL OUTLETS, SHUTTLES, PUBLIC RESTROOMS, ELEVATORS, AND RESTAURANTS, FACE COVERINGS WILL BE REQUIRED.
- WHEN YOU ARE SEATED IN OUR RESTAURANTS, YOU MAY REMOVE YOUR MASK TO ENJOY YOUR MEAL.
- PER CDC GUIDELINES, FACE COVERINGS WILL NOT BE PERMITTED IN THE WATER OR ON ANY WATER RIDES

## EMPLOYEE PROCEDURES

- ALL EMPLOYEES HAVE BEEN ISSUED A FACE COVERING TO WEAR IN ACCORDANCE WITH RESORT POLICY.
- ALL EMPLOYEES ARE REQUIRED TO HAVE THEIR TEMPERATURE TAKEN BEFORE THE START OF THEIR SHIFT AND WILL BE SENT HOME IF THEY HAVE A FEVER OVER 100.4 OR PRESENT OTHER SYMPTOMS OF ILLNESS.





## REGISTRATION

- PLEXIGLASS BARRIERS HAVE BEEN INSTALLED AT EACH REGISTRATION DESK AND MASKS ARE BEING WORN BY STAFF.
- 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 ADVISED TO PRACTICE SOCIAL DISTANCING BY STANDING AT LEAST SIX FEET AWAY FROM OTHER PEOPLE WHILE STANDING IN LINE.
- HAND SANITIZER STATIONS HAVE BEEN ADDED AT ALL GUEST REGISTRATION AREAS.
- A MEMBER OF EACH REGISTERED PARTY WILL BE ASKED TO ACKNOWLEDGE AND SIGN OUR WILDERNESS WELLNESS PLEDGE AT THE TIME OF CHECK-IN







## 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.



*Safer At Play*





## 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.
- ADDITIONAL HAND SANITIZING STATIONS HAVE BEEN PLACED THROUGHOUT THE WATERPARKS.
- GUESTS ARE REMINDED TO MAINTAIN SOCIAL DISTANCING WHILE ON PROPERTY.



*Safer At Play*



## ARCADES & ATTRACTIONS

- 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.
- ARCADE GAMES, COUNTERS, GO-KARTS, 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.
- 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.
- WE ARE FREQUENTLY CHANGING OUT ALL KITCHEN SERVING UTENSILS FOR CLEANING AND DISINFECTION.
- WE ARE CONTINUOUSLY CLEANING COMMON AREAS, HANDLES, FAUCETS, DISPENSERS, TRASH-RECEPTACLE TOUCHPOINTS, BUTTONS, KEYPADS, COUNTERS AND CLEANING TOOLS WITH HOSPITAL-GRADE DISINFECTANTS.







## CONFERENCE CENTER

- MODIFICATIONS HAVE BEEN MADE TO OUR BUFFETS TO ENSURE THE SAFETY OF OUR GUESTS AND STAFF.
- 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, CHAIRS, AND MENUS WITH HOSPITAL-GRADE CLEANING PRODUCTS BETWEEN GUESTS.
- ALL USED MEETING ROOMS, INCLUDING ANY/ALL AV EQUIPMENT IS BEING SANITIZED BETWEEN GROUPS.
- 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 BEING APPLIED WITH AN ELECTROSTATIC SPRAYER. IT HAS A 90-DAY RESIDUAL AND IS BEING REAPPLIED AS NECESSARY.
- WE ARE CONTINUOUSLY CLEANING COMMON AREAS, HANDLES, FAUCETS, DISPENSERS, TRASH-RECEPTACLE TOUCHPOINTS, BUTTONS, KEYPADS, COUNTERS AND CLEANING TOOLS WITH HOSPITAL-GRADE DISINFECTANTS.







## RETAIL OUTLETS

- 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.
- 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.







*Safer At Play*

**RISK-FREE  
RESERVATIONS**



## 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**