

# THE WILD TIMES

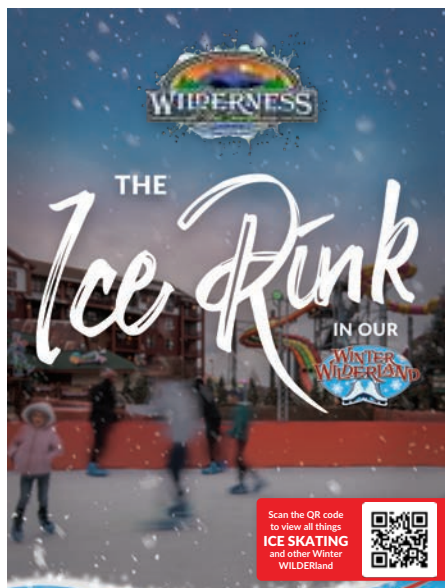
DIRECTORY OF SERVICES FOR TENNESSE'S LARGEST WILD PARK RESORT

## Welcome...

Welcome to Wilderness at the Smokies! We are so pleased you have chosen to stay with us! The entire Wilderness team is committed to providing you with the highest level of hospitality. We trust your stay will be a memorable experience and that we will exceed all of your expectations.

Amenities, services and dining are explained in this directory. If you should need any further assistance, please do not hesitate to contact us.

Sincerely,  
The Wilderness at the Smokies  
Team



NOVEMBER 11<sup>TH</sup> - JANUARY 15<sup>TH</sup>

All day admission (skates included) available for purchase at The Gingerbread House in our Winter WILDERland.

WildernessAtTheSmokies.com | 877-325-9453 |   
1424 OLD KNOXVILLE HWY, SEVIERVILLE, TN 37876

## FREQUENTLY ASKED QUESTIONS

### WHERE ARE THE FULL SERVICE RESTAURANTS?

Hidden Trails is located just off the lobby at Stone Hill Lodge and the Thirsty Miner is located on the second floor at River Lodge near the Wild Water Dome Waterpark. Check the Wilderness Express for hours of operation.

### WHERE SHOULD I PARK?

Guests are asked to park in the parking lot of the resort/lodge at which they are staying to ensure parking is available for everyone. Shuttle buses can transport guests to the other resorts and parks within Wilderness at the Smokies.

### WHAT TYPE OF SERVICE WILL I RECEIVE FROM HOUSEKEEPING EACH DAY?

Prior to a guest's check-in, all guest rooms are disinfected utilizing hospital-grade cleaning products and Bioprotect is applied throughout the room. Bioprotect has a 90 residual effect from the time it is applied and it is being reapplied as necessary. Due to these extensive precautions and believing your room is your sanctuary, we will NOT BE ALLOWING our housekeepers into your room to provide stayover service or to provide additional amenities unless requested by contacting guest services.

### HOW DO I USE THE SAFE IN MY ROOM?

Close the door and enter a 4 digit code of your choosing. To unlock, re-enter the same code. The morning of check-out, please be sure to unlock the safe and leave the safe door open. Should you need assistance dial 0 on the house phone.

### DO I NEED MY ID TO ORDER DRINKS AT THE BAR?

Yes, you will need to show a current government issued I.D. when you purchase alcohol.

### WHERE ARE THE ICE, DRINK, AND SNACK MACHINES LOCATED?

Ice and Vending Machines are located at most floor foyers. Please use the ice buckets provided in your guest room.

River Lodge:

Floor 1

Elevator 1: Ice and drink machine

Elevator 2: Ice, drink, and snack machine

Elevator 3: Ice, drink, and snack machine

Floor 2

Elevator 1: Ice machine

Elevator 2: Ice, drink, and snack machine

Elevator 3: Ice, drink, and snack machine

Elevator 4: Ice machine

Floor 3

Elevator 1: Ice machine

Elevator 2: Ice, drink, and snack machine

Elevator 3: Ice, drink, and snack machine

Elevator 4: Ice machine

Floor 4

Elevator 2: Ice, drink, and snack machine

Elevator 3: Ice, drink, and snack machine

Elevator 4: Ice machine

Stone Hill

Floor 1

Stairwell 5: Ice, drink, and snack machine

Floor 2

Stairwell 5: Ice and drink machine

Floor 3

Stairwell 5: Ice, drink, and snack machine

Floor 4

Stairwell 2: Ice, drink, and snack machine

Stairwell 5: Ice and drink machine

Floor 5

Stairwell 2: Ice and snack machine

Floor 6

Stairwell 2: Ice, drink, and snack machine

### WEB + SOCIAL

Share your special Wilderness moments by tagging us in your social media posts.



# FREQUENTLY ASKED QUESTIONS (CONTINUED)

## WHAT DO I DO IN CASE OF AN EMERGENCY?

In case of an emergency, dial 9-1-1 or dial 0 for the resort operator.

## WHERE ARE THE CHANGING ROOMS AND LOCKERS?

Restrooms in the Wild Water Dome and Salamander Springs waterparks feature showers and changing areas. Locker rentals are available in all three waterparks.

## DO YOU OFFER DISCOUNT TICKETS TO OTHER ATTRACTIONS IN THE AREA?

Yes, inquire at guest services for information on our partner attractions.

## WHAT TIME IS CHECK OUT?

Check-out time is at 11 am, however, after you check-out you may continue to use the waterpark all day! There are locker rooms, showers and towels provided for you in the waterpark.

## DO WE NEED NEW WRISTBANDS EVERY DAY?

No, each guest needs only one wristband for their entire stay. However, if you need to remove your band, or it breaks, please bring the broken band to the front desk to exchange it for a new one.

## WHERE CAN I CATCH A SPORTS GAME ON TV?

All resort bars and full service dining options offer televisions, inquire with a server to view your game.



## RIVER LODGE

### Lake Wilderness

Located at River Lodge, this outdoor waterpark offers something for everyone. Make sure to check out the splash and play water feature – Treehouse Springs or the Cabana Forest! If you're looking for some of the areas tallest and greatest slides, you'll find them at the Lake – The Wall, Wild Vortex and Cyclone Racer. Maybe you are just wanting to relax and catch some rays. Well, you can definitely do that on the expansive pool deck, in the wave pool or laying back on your tube in the adventure river (has rapids). If you are looking for the ultimate VIP experience, stop by Smoky Mountain Crossing at the main entrance of the waterpark to reserve your private cabana.

### Wild Water Dome

Located inside a massive building with a see-through roof, it feels like you're outside, but the weather is never a factor, since it is always warm and perfect for water play! This state-of-the-art 66,000 square foot indoor waterpark features a Foil Tech roof that allows sunshine in and guests the opportunity to tan year round.

### Adventure Forest (Indoor Attractions)

Visit our 25,000 sq. ft. indoor family entertainment center. Adventure Forest gives guests a chance to DRY off from all of the WET activities Wilderness currently provides. Guests will challenge their inner-fears in the canopy of the Adventure Forest on Tree Top Towers, a three story ropes course; or take down the competition in an exciting game of laser tag at Fury in the Forest, a multi-level laser tag arena, as well as many other thrilling attractions and mega arcade.

## STONE HILL LODGE

### Salamander Springs

Located at Stone Hill Lodge, this fabulous outdoor waterpark features 150 foot long body and tube slides, a multi-level play and spray structure with 500 gallon dump bucket, zero-depth toddler play area and more. Slide into Salamander Springs this spring and summer and cool off. Salamander Springs is truly an experience that you'll need to enjoy while taking your Smoky Mountain vacation!

### Back Country Arcade

Located at Stone Hill Lodge, Back Country arcade opens daily at 11 am. Your family can play their way through the arcade games and see who will come out victorious! Game credits from Adventure Forest or Back Country arcade may be used at either location. Save up those tickets won at Back Country for prizes in Adventure Forest (River Lodge).

## NOTES ON WATER SAFETY:

Because the water depth in some pools exceeds 5 feet and may include strong currents and wave action, Wilderness Resort requires children under 12 years of age to be under direct supervision of a parent or qualified adult at all times.

We strongly urge small children and non-swimmers to wear life jackets. A limited number of life jackets are available throughout the waterparks for your use. Please see our General Waterpark rules located near the entrance to each waterpark and review ride specific rules before riding each attraction.

# GUEST SERVICES

## CABANAS

Cabanas at Lake Wilderness are available during the summer season and available for rental by calling 11170. Our Cabana Shores Cabana's are located in the Wild Water Dome and are available for rental year round by calling 10091.

## CHECKING OUT

Check-out time is 11:00 am but you are welcome to stay and use the waterparks and amenities all day. Please check-out on time to avoid late charges, which can be up to a full night's stay. You do not need to check-out at the desk. Please leave your keys and pool towel cards in your room. If you will be using the water park after the check-out time you may turn in your towels at a towel kiosk.

## FITNESS CENTERS

At our in-house Fitness Center you will be able to keep those muscles pumped and your cardiovascular system as efficient as ever. Must be 18 years or older or have adult supervision to use the fitness equipment.

## GUEST LAUNDRY

Coin-operated guest laundry facilities are available at both Stone Hill Lodge and River Lodge. Stone Hill Lodge: Located on the 2nd and 4th floor by Elevator 2. River Lodge: Located on the 3rd floor by Elevator 3.

## LIFE VESTS

Each waterpark has a limited number of life jackets available for use free of charge.

## CRIBS

Cribs are available at no-charge, on a first-come, first-served basis. Dial 0 to request from your house phone.

## POOL TOWELS

Towels are available at the towel service desk within the water parks. Please note, towels may not be removed from the water park.

## QUIET HOURS

Quiet hours are from 11pm to 7am. For the comfort and enjoyment of all of our guests, please keep TVs at moderate volume and noise to a minimum.

## ROOM CHARGES

Use your room number to make charges to your room at on-site food outlets, restaurants, attractions and gift shops. Please note, charging to your room is not available after you check out.

## SMOKING

Smoking or vaping is not allowed within any building at Wilderness at the Smokies. There are designated smoking areas near all building entrances.

## WI-FI

Wireless internet access is available throughout most of Wilderness at the Smokies. Our wireless internet network is called "WILD-WIFI"



**WILDERNESS ADVENTURE FOREST Indoor FUN!**

**UNLIMITED FUN PASSES**  
For Guests Ages 4 & Up

<b>DAY PASS</b> <b>\$25/Per Person</b> <i>Valid for one calendar day.</i>	<b>STAY PASS</b> <b>\$35/Per Person</b> <i>Valid for the length of stay.</i>
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# SHUTTLE BUSES

Wilderness at the Smokies shuttles have designated locations at both properties. Sanctuary Villas by request.

During peak occupancy buses run continuous routes among the designated locations. During lower occupancy, or off-peak, shuttles are available by dialing 0. Please refer to the signage posted at the entrances for information on that day's shuttle operations. Shuttle buses run continuous routes among the designated locations. Please refer to the Wilderness Express for information regarding the daily shuttle bus schedule.



## SHUTTLE BUS PICK UP AND DROP OFF LOCATIONS:

### RIVER LODGE

- Entrance 1 (Near Basecamp)
- River Lodge Lobby
- Wyndham Building 7 Lobby
- Wyndham Building 6 Lobby (Upon Request)

### STONE HILL LODGE

- Stone Hill Lobby

Whenever possible, get your group together and go at one time instead of making multiple trips to the same destination. This will make the shuttles available for more guests and cut down on wait time. Thank you!



A bus with a wheelchair lift is available by request.



**32 oz. SOUVENIR SODA CUP**

**\$12.99 EACH**

2 CUPS <b>\$11.99</b> EACH	3 CUPS <b>\$10.99</b> EACH	4 CUPS <b>\$9.99</b> EACH
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**REFILLS ONLY \$1.99 EACH!**

# DINING OPTIONS

PLEASE REFER TO THE WILDERNESS EXPRESS FOR HOURS OF OPERATIONS



Offering menu items for breakfast, lunch (seasonal) and dinner. Don't forget the excellent selection of beverage choices at the bar. Hidden Trail Bar and Grill is located on the main level, next to the lobby at Stone Hill Lodge.



The Candy Cabin is located on the second floor of River Lodge, directly above the Wild Water Dome, and features all sorts of hand-dipped delights. Stop by and watch them whip up some delights while you pick up some of your favorite treats, including: chocolate covered bacon, white and dark chocolate almond bark, chocolate covered gummy bears, truffles, covered pretzels, toffee and far too many of your favorite candies and snacks to mention!



The Thirsty Miner has it all when it comes to family breakfast and dinner. The Thirsty Miner is located on the second floor of River Lodge, overlooking the Wild Water Dome. Looking for the perfect watering hole? Look no further, The Thirsty Miner has a large assortment of beverage choices, including adult beverages.



**OPEN SEASONALLY.** Located outside at Lake Wilderness, Bluegill is a full bar with your favorite snacks. Get a dozen wings, jalapeno poppers, or a foot long corndog. Don't forget an ice cold refreshing beverage while enjoying the summer sun.



Serving lunch and dinner (on select days) complete with kids menus, Firefly has something for every appetite. Mouth-watering wings, delicious salads, and delectable desserts, Firefly has you covered in a relaxing bar setting featuring an outdoor dining area.



While in Adventure Forest playing all your favorite games swing by Billy Jack's Snack Shack for breakfast, lunch, dinner or a quick snack. Billy Jack's menu includes delicious pancake platters, pizzas, Philly subs, and more. Looking for something sweet, Billy Jack's Snack Shack also offers Funnel Cakes and Deep Fried Oreos.



Take a break from all the swimming and visit Grizzly's Grill located in the Wild Water Dome. Enjoy pizza, burgers, chicken tenders and many more family favorites.



Build your own sweet, frozen treat with a variety of frozen yogurt or sorbet. Top off your frozen treat with your favorite toppings; such as, crushed candy bar, nuts, fruit and chocolate or caramel sauce! It's never the same treat twice. Dairy-free, gluten-free, non-fat, low fat or no sugar added flavors are available.



# COFFEE SHOPS



Please check with Guest Services or consult your daily Wilderness Express for hours.

## MOUNTAIN MARKETPLACE DELI

Craving a delicious made to order deli sandwich or maybe your favorite candies or ice cream for that sweet tooth of yours? They can all be found in the Mountain Marketplace and Deli, located in River Lodge, near the front lobby.

## HIDDEN TRAIL

Located inside Hidden Trail you'll find our brand new Starbucks Coffee counter. A full-service coffee shop making all of your Starbucks favorites.

# GIFTS & SHOPPING

You will find many little shops throughout Wilderness at the Smokies, which offer a large selection of souvenirs, boutique items, resort-wear, toys, reading materials, swimwear and footwear.



## DINING OPTIONS

From sit-down restaurants to quick-service snacks, we have whatever you're hungry for.



# WATERPARK, RESTAURANT & ATTRACTION HOURS

Pick up a Wilderness Express at Guest Services for daily hours of all the Wilderness waterparks, restaurants and attractions, or scan the QR code to the right with your smartphone for a digital copy.

