



# WILD TIMES

DIRECTORY OF SERVICES FOR WILDERNESS RESORT IN WISCONSIN DELLS

## WELCOME

Welcome to the Wilderness Resort! 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 Resort Team

## DIRECTORY

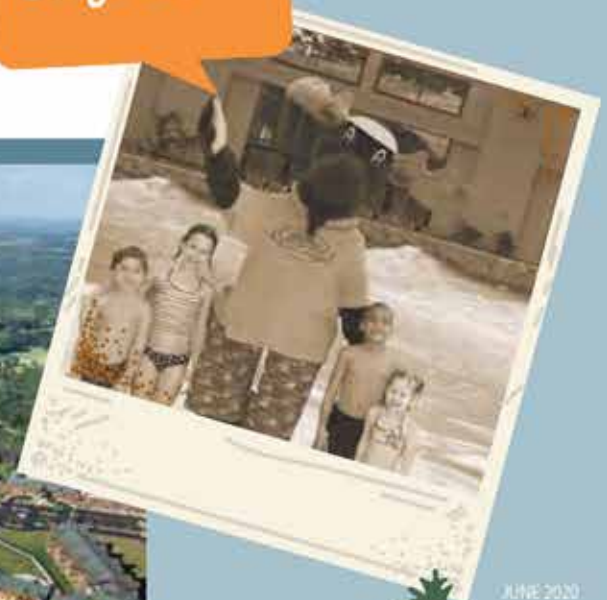
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## DAILY HOURS

Scan the QR code on your  
"In-Room" concierge.

LIFE IS BETTER  
*together at the*  
WILDERNESS

*Stay Wild*



JUNE 2020

**COMING SOON!**

**TAKE FLIGHT**  
Aerial adventure ride!



# GUEST SERVICES

## CABANAS

Indoor cabanas are available in the Wild WaterDome and in the Wild West Waterparks. Outdoor cabanas are available Memorial Day weekend through Labor Day at Lake Wilderness and Lost World outdoor waterparks. Dial "4305" or go online to WildernessResort.com, click on "PLAY" and choose "Cabanas" to book your private cabana today.

## CHANGING ROOMS

There are changing rooms in the Wild West, Klondike Kavern, Cubby's Cove and Wild WaterDome indoor waterparks, as well as the Lake Wilderness and Lost World outdoor waterparks. Locker rooms feature showers, restrooms and changing areas.

## CHECKING OUT

Check-out time is 11 am but you are welcome to stay and use the waterparks and amenities all day. You do not need to check-out at the desk. A copy of your bill will be emailed the morning of your departure. 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 or cards at a towel kiosk.

### EXTENDED CHECK-OUT

Need more time? With Extended Checkout, we can provide you with up to two additional hours. Cost starts at just \$25/per hour for all Wilderness Hotel, Glacier Canyon Lodge, and Wilderness on the Lake units and \$50/per hour for Vacation Villas, Frontier Condos, Golf Cabins and Retreats. Please contact Guest Services (Dial "0" from your room) to check availability. Availability is limited.

## CONFERENCE CENTER

Glacier Canyon Conference Center is attached via sky walk to Glacier Canyon Lodge. You may also use resort shuttle buses. To inquire about meeting facilities please dial "50205" or go online to our website and click on "Events."

## CRIBS

Portable cribs are available at no charge, on a first-come, first-served basis. You may dial "0" to request one.

## EMERGENCY

Dial "0" (Guest Services) or Dial "9-1-1". If we are aware of an emergency situation we will use social media (primarily facebook) to communicate.

## IN-ROOM SAFES

Wilderness Hotel, Glacier Canyon Lodge and Wilderness on the Lake accommodations are supplied with in-room safes for your valuables.

## FITNESS CENTERS (TEMPORARILY CLOSED)

Fitness centers offer various elliptical machines, stationary bikes, treadmills and weight machines. Check the daily Wilderness Express for hours.

Wilderness Hotel: Near entrance 9, on level 3

Glacier Canyon Lodge: Near entrance 2, on level 3

Wilderness on the Lake: 3rd floor above the lobby

## GARBAGE REMOVAL

Due to the elimination of stayover service additional garbage liners have been placed under existing liner. in the resort garbage drop off locations are located in vending areas, or can be placed outside your door and picked up daily by 11 am. Please be courteous in regards tying off bags and making sure leaking bags are not placed on carpet.

## GUEST LAUNDRY

There are coin-operated guest laundry facilities available at both Wilderness Hotel and Glacier Canyon Lodge. Dial "0" for location nearest your room.

## HOUSEKEEPING

Industry leading and hospital grade sanitizing protocols are used to clean guest rooms, with particular attention paid to high-touch items. In addition stayover housekeeping service has been eliminated for guest safety. Please dial "0" for housekeeping delivery during your stay.

**ICE, VENDING** Ice, and vending machines are located at most floor foyers. Look for signs on each level to find the exact locations. Please use the ice bucket provided in your room.

## LIFE VESTS

Each waterpark has a limited number of children's life vests available. Please stop at a lifeguard assistance desk for details.

## LOCKERS

Tiburon lockers are located in Klondike, Wild West, WaterDome, Cubby's Cove Indoor and the Lost World waterparks on the park decks. These lockers are electronic and can be paid with exact cash or credit at each locker bank kiosk. The bar code on your resort issued wristband will serve as your security credentials so there's no key to keep track of or PIN to remember. Up to 4 wristbands can be added to each locker rental to allow multiple group members access to a single locker. As an added value, you can also "float" your rental from locker bank to locker bank with no additional charge! All rentals terminate at the conclusion of each operational day.

## GUEST SERVICES

### LOST & FOUND

Please dial "4663" from your room to speak with our Lost & Found department. If you have found an item, please turn it in to one of our guest service desks.

### POOL TOWELS

Pool towel kiosks are located in all waterparks with towels available for guest use. Please drop off towels at kiosks when exiting parks. Please do not remove guest towels from the rooms.

### PARKING

Parking passes are issued at check-in. 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 Resort.

### QUIET HOURS

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

### ROLL-AWAY BEDS

Roll-aways are available at no charge, on a first-come, first-served basis. There are a limited number available. Not available at Glacier Canyon Lodge or the 3 Bedroom Cabin units. You may dial "0" to request one.

### ROOM CHARGES

You may make charges to your room at on-site food outlets, restaurants, attractions and gift shops, as well as Sarento's and Field's restaurants. Charging to your room is not available after 11 am on the day you check-out.

### SHUTTLE BUS

(COVID UPDATE) Shuttles are available. Wilderness Resort shuttles can be taken to or from designated spots throughout the Wilderness Territory. During peak periods buses run continuous routes. During less busy times service is available by dialing "#2." Designated entrances for each bus line are listed on page 6. A wheelchair accessible bus is available upon request.

### SMOKING

Smoking and vaping are not allowed within any buildings or rooms at Wilderness Resort. There is a \$250 fee for smoking violations. Guests are permitted to smoke outside on their patio or balcony and designated exterior locations. Outdoor waterparks have designated smoking or vaping areas.

### SPA

Sundara Inn & Spa offers discounts on same-day services for Wilderness guests. For a full menu of services please visit online at [SundaraSpa.com](http://SundaraSpa.com) or call the spa directly at 888.735.8181.

### WATERPARK HOURS

Scan the QR code in your room to see today's Wilderness Express which lists location and hours or view it digitally on our website at [WildernessResort.com](http://WildernessResort.com). Click "Today's Hours" in the footer.

### WRISTBANDS

Wilderness wristbands are issued for each registered guest at check-in. If your wristband needs to be replaced because it was damaged or was ill-fitting, please bring it to a guest service desk to exchange it.

### WI-FI

Wireless internet access is available in your room and throughout most of Wilderness Territory. For assistance with WI-FI service and connectivity please call: 1.888.266.1096.

### WILDKIDS CLUB

Our WildKids Club team can be found around the resort hosting crafts, activities, and even escorting Monty the Moose!



## INDOOR WATERPARKS

[The Wild WaterDome](#) features America's largest indoor wave pool and a Foil Tech roof that lets you tan indoors year round! Also in the Dome are the Dueling Mammoth raft slides, a toddler play area and private cabanas available for rent. Margarita's swim-up bar features an indoor/outdoor pool that is open year-round for adults 21 years and older as weather permits and there are daily crafts at the WildKids Club kiosk.

[The Klondike Kavern](#) indoor waterpark offers over 65,000 sq. ft. of water fun and is home to The Hurricane, the Dells' tallest indoor 4-person raft ride! Stomach dropping body and tube slides plummet next to the 400-foot lazy river and indoor/outdoor hot spa. Bonanza Bluff has 50 play & spray features, a 750-gallon tipping bucket and children's slides. Plus don't miss our Slideboarding; the revolutionary water slide and gaming experience!

The indoor [Wild West Waterpark](#) is home to the Ransack Ridge splash and slide structure, the Fantastic Voyage 4-person raft ride and the thrilling Black Hole tube slide. The Bumper Boats\* crash and splash and have water sprayers to soak your friends! Subject to seasonal hours.

[Cubby's Cove](#) indoor waterpark is complete with activity pool, lily pads, indoor/outdoor hot spa and two-level kids' play and spray area. All children under 48" tall must wear life jackets at Wilderness On The Lake waterparks.

## OUTDOOR WATERPARKS

[The New Frontier](#) outdoor waterpark is home to slides, pools, a lazy river, hot spas and our toddler spray-ground, with over an acre of deck space for lounging. It is also the home to our Eagles Nest luxury cabana, with VIP service and seating for up to 25 people. Check availability online at [WildernessResort.com](#), click on "PLAY" and choose "Cabanas."

[Lake Wilderness](#) offers over 40,000 sq. ft. of outdoor water adventures, including its signature feature, a 13,000 sq. ft. swimming pool with a built-in lounging ridge. Speed slides, hot spas, lap pool and play areas complete this huge park. Private luxury poolside cabanas are available for rent. The WildKids Club team offers activities\* on the pool deck. The activity schedule is available at Guest Services.

[The Lost World](#) outdoor waterpark is home to our exciting thrill slides: Lunar Loop and Cosmic Drop! This huge park also features multiple pools, a lily pad walk, a dumping bucket and toddler play areas. Ride the amazing up and downhill adventure river and the exciting Halley's Comet Racers. Join us for daily activities\* at the WildKids Club kiosk. Private cabanas are available for rent.

In the summer, enjoy the outdoor portion of [Cubby's Cove](#), including a toddler play area, Infinity Pool overlooking Lake Delton, hot tub and the private sand beach (and boat dock!). Shuttle service is available to Wilderness on the Lake. All children under 48" tall must wear life jackets at Wilderness On The Lake waterparks.

*\*May be an additional charge.*

## NOTES ON WATER SAFETY

Because the water depth in some pools exceeds 5 feet and may include strong currents and wave action, The 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. Limited numbers of life jackets are available at lifeguard stations for your use. Please see our complete water rules to assure a safe and fun experience for all.

## ATTRACTIONS, ARCADES & MORE

### NEW! Lost Cabin Laser Tag

Harness up and get ready to explore a three level laser tag arena! Ages 5 and up. Dry clothes and shoes required. \$8 + tax. Located in Dodge 'Em City.

### Timberland Playhouse (TEMPORARILY CLOSED - As a part of our Safer At Play Program)

Located inside Dodge 'Em City in the Wild West Region. For ages 12 & under and their guardians. There is also a toddler area for ages 4 & under. No additional charge. Dry clothes and socks required.

### Ken-Ducky Derby Duck Races (TEMPORARILY CLOSED - As a part of our Safer At Play Program)

Held every morning at Klondike Kavern Waterpark's lazy river before the park opens. No additional charge.

### Clip 'n Climb Challenge Walls (TEMPORARILY CLOSED - As a part of our Safer At Play Program)

Must be at least 42" tall to participate. Dry clothes & shoes required. Crocs available to borrow. \$5 + tax. Located in Dodge 'Em City.

### Wild Abyss Mini Golf

9 Holes of mini golf next to huge saltwater aquariums. Ages 2 and under are free. \$6 + tax Family of 4 is \$20 + tax. Located in Dodge 'Em City.

### Northern Lights Sky Ropes Course

Must be at least 42" tall to participate & 48" to go alone. Under 48" must be accompanied by adult who needs to also pay admission. Dry clothes and shoes with closed toes are required. Crocs are available to borrow. \$9 + tax. Located in Dodge 'Em City.

### Wild West Bumper Boats

Must be at least 48" tall to drive - Under 48" can go with a parent as long as the combined weight doesn't exceed 300 lbs. \$5+ tax. Located in the Wild West Waterpark.

### Wilderwoods Indoor Go-Karts

Must be at least 56" tall and 10 yrs old to drive alone, at least 60" and 18 yrs old to drive with a passenger and at least 36" tall and 4 yrs old to be a passenger. \$8+ tax.

### Polka Dot Pots

Paint your own pottery and pick it up the next day or have it shipped! Prices vary. Located near entrance 5.

### DOA Room Escapes

Titanic & Twister Room Escapes are for ages 8 and up. \$29 + tax for guests. Cost for the public is \$34 + tax. Circus Room Escape is for ages 8 and under (and their parent or guardian.) \$18.95 + tax for guests. Cost for public is \$23.95 + tax. Make your Room Escape reservation online at: [DoaRoomEscape.com/tickets-dells](http://DoaRoomEscape.com/tickets-dells)

### WildKids Club

Join the WildKids daily for crafts in their kiosk in the Wild WaterDome or check their schedule for what we have planned during your visit!

### Prize Arcades:

Northern Lights Prize Arcade  
Wilderwoods Prize Arcade  
X-Treme Prize Arcade



### OUTDOOR ATTRACTIONS OPEN SEASONALLY:

#### Wilderness Canyon Zip Line

Weight restriction is 70-270 lbs. Dry clothes and shoes with closed toes & heels required. Guests: \$45 + tax. Public: \$55 + tax. Book online: [WildernessCanyonZipline.com](http://WildernessCanyonZipline.com)

#### Jurassic Outdoor Mini Golf

18 holes of mini golf among the dinosaurs! Ages 2 & under free. \$8 + tax.

#### Lost World Cosmic Go-Karts

Outdoors. Must be at least 56" tall and 10 yrs old to drive alone, at least 60" tall and 18 yrs old to drive with a passenger and at least 36" tall and 4 yrs old to be a passenger. \$8 + tax. Kiddie GO-Karts \$7 + tax.

#### Horse Drawn Wagon Rides: (TEMPORARILY CLOSED - As a part of our Safer At Play Program)

No additional charge. See Wilderness Express for location and times!



If the answer to this question is "YES", then load your Wild Card with a Fun Pass! If you need even more Wild Fun- ask how to go unlimited for your whole stay!

## COFFEE & CONVENIENCE

### WILDERNESS HOTEL

**The Coffee Canteen** is in Camp Social near the New Frontier lobby. Serving locally-roasted Bella Goose Coffee, teas, and real fruit smoothies. They feature handmade organic syrups and locally sourced honey.

**O.P.'s Coffee & Fresh Market** is located adjacent to the Wild West lobby of Wilderness Hotel and features Starbucks Coffee and other drinks plus pastries, fruit, juices, candy, chips, cooler beverages and hot breakfast sandwiches.

**Adams St. Market** Adams St. Market is located off the New Frontier Lobby. We have everything you need to stock your condo, cabin or villa. Grilling supplies from hamburger patties to chicken breasts, buns and pickles. Also choose from our "Take & Make" meals which include lasagna, macaroni & cheese, soups & more. Other items you can find in Adams St. Market are health & beauty products and grocery supplies including all of your breakfast food essentials.

### WILDERNESS ON THE LAKE

**Trapper's Outpost** Adjacent to the lobby, Trapper's features Starbucks Coffee and other drinks plus pastries, juices, candy, chips and cooler beverages.

### GLACIER CANYON LODGE

**Campside Coffee** In the lobby/registration area, Campside Coffee features Starbucks Coffee and other drinks plus pastries, juices, candy, chips, souvenirs, and cooler beverages. They also carry convenience items such as sunscreen and pain relievers.

**Bean Bodega Fresh Market** Located on Level 4 near the overpass to the conference center, Bean Bodega features Starbucks Coffee and other drinks plus pastries, juices, candy, chips, cooler beverages and hot breakfast sandwiches.

## SHOPPING

You will find many little shops throughout Wilderness Resort, which offer a large selection of souvenirs, boutique items, resort-wear, toys, reading materials, swim wear and footwear. Consult the Wilderness Express for hours and locations!

## SWEET TOOTH?

**The Candy Cabin** Stop in to our candy shops, now in both the Wild West Lobby and at Camp Social. Watch through the windows as we make the candy right in front of you! Pick some up for a treat right now and get a box to gift back at home! The shop in Camp Social also has a build-your-own soft serve ice cream bar with six different flavors of ice cream!

### Pistol Pete's Beans and Ice Cream

Premium ice cream is hand-blended with your favorite tasty toppings on a frozen slab at Pistol Pete's. Located in the Wild West region inside Dodge 'Em City. (Next to the ropes course!)

**Yukon Yogurt** Build your own frozen yogurt treat! Grab a cup, choose from 15 flavors and over 30 toppings, weigh, pay and enjoy! Inside Klondike Boardwalk overlooking Klondike Kavern waterpark.



## SHUTTLE BUSES



Wilderness Resort shuttles stop at designated locations at all three properties plus at our Villas, Condos and Cabins by request.

**COVID UPDATE: Shuttles are available for guest use but occupancy in all shuttles has been reduced to 8 people per shuttle and/or family groups of 8 people or more.**

During peak occupancy buses run continuous routes among the designated locations. During lower occupancy, or off-peak, shuttles are available by dialing "#2." Please refer to the signs posted at the entrances for information on that day's shuttle operations.

### SHUTTLE BUS PICK UP AND DROP OFF LOCATIONS:

- |                         |                             |
|-------------------------|-----------------------------|
| <b>WILDERNESS HOTEL</b> | <b>GLACIER CANYON LODGE</b> |
| • Entrances 3 & 8       | • Lobby                     |
| • Klondike Kavern       | • Wyndham Entrances B & D   |
| • Wild West Lobby       | • Entrances 1, 3 & 5        |

**WILD WEST & WILDERNESS ON THE LAKE: Lobby**

Due to decreased occupancy in shuttles wait times may vary. Use of personal vehicle is encouraged for "rapid transit" purposes.  
*Thank you!*



A bus with a wheelchair lift is available by request.

## DINING

### CAMP Social DISTANCE

Grab -n- Go Family Picnic Meals. Choose to dine-in or carry-out with our family style breakfast and dinner menu! We will box it together like a picnic basket

with everything you need for easy pickup!



Survivors Bar & Grille has a full menu of soup, appetizers, salads and a burger of the week! There is a full bar featuring many TVs, so

it's perfect for catching a game too! Survivors is located adjacent to the Wild WaterDome. Ask about our daily specials. Ext. 4656.



Everyone in the family will enjoy bellying up to the bar in this kid-friendly saloon that serves hearty burgers, chicken, wraps, salads

and other favorites. Enjoy a great kid's menu, flat screen TVs, a full bar featuring fun frozen drinks and tap beer. The Thirsty Buffalo Saloon is located on the mezzanine level of the Wild West Waterpark. Ask about our daily specials. Ext. 4977.



Klondike Pizza Kitchen is located on the mezzanine level of Klondike Kavern

Waterpark. It offers delicious pizza and breadsticks and delivers poolside, to your room, or anywhere at the

Wilderness! Call 608-254-1690 or Hotel Ext. 40791.

### The BURGER BAR

The Burger Bar, serving up a small menu of great burgers, dogs and snacks, in addition to a full service bar where you can try our Campfire S'mores Cocktail. Located in Camp Social.



The Canyon Ridge Taproom menu offers upscale pub fare, ready to pair with a cold beverage. Located in Glacier Canyon Lodge, below the lobby. Open seasonally. Ext. 58626.



Sarento's is a family friendly, classic Italian Restaurant and Pizzeria with a great kids menu. They offer the Dells' favorite pizza with free delivery of their whole menu.

608-253-3300 • SarentosRestaurant.com



Field's is a premier steak house featuring mouth-watering steaks, seafood, specialty salads, pasta and more. Your family will enjoy dinner surrounded by Frank Lloyd-Wright inspired architecture. Kids menu available. Happy hour is Sun-Thurs at 4 pm! The Patio is open for dining or cocktails during the warmer months.

608-253-1400 • FieldsAtTheWilderness.com

*Adventure awaits...*

**Want to grab a snack and stay where the action is?**

There are many quick food outlets located throughout our resort in our waterparks and some play areas.

**Gourmet Coffee • Handmade Candies  
Grab & Go Picnic Basket Meals  
Bar + Burgers + Shakes**

LOCATED JUST OFF THE NEW FRONTIER LOBBY!

**CAMP**  
*Social*

**DISTANCE**



**Grab -n- Go Family Picnic Meals**  
Choose to dine-in or carry-out with our family style breakfast and dinner menu!  
We will box it together like a picnic basket with everything you need for easy pickup!

**ADD A LITTLE LUXURY TO YOUR STAY**



Dial "4305" to reserve your private cabana today or go online to [WildernessResort.com](http://WildernessResort.com), in the menu click on "PLAY" and choose "Cabanas."

**DO YOU GO WILD for attractions?**

LOAD YOUR WILD CARD WITH A



**Fun Pass**

AND TRY EACH ONE!



**\$29<sup>95</sup>**

THAT'S A \$40 VALUE!

Available for purchase at any of our guest services or attractions desks!

**ADAMS ST. MARKET**

Located off the New Frontier Lobby

GRILLING SUPPLIES

"TAKE & MAKE" MEALS

HEALTH & BEAUTY SUPPLIES

GROCERY SUPPLIES

