WILDERNESS RESORT℠

WILDERNESS RESORT SAFER AT PLAY PROGRAM

PLAY SAFE, PLAY HEALTHY

WILDERNESS RESORT COVID-19 SAFETY PRECAUTIONS

Wilderness Resort in Wisconsin Dells 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 resort are able to play and work in a clean and enjoyable environment. The details of our Safer At Play Program can be found below:

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FACE COVERINGS

- GOVERNOR TONY EVERS HAS INSTITUTED A MANDATE REQUIRING FACE COVERINGS FOR ALL WISCONSIN RESIDENTS AGE FIVE AND OLDER IN ALL PUBLIC INDOOR SPACES.

- **HOW WILL THIS IMPACT MY VISIT AT THE RESORT?** THIS MANDATE MEANS THAT IN OUR LOBBIES, HALLWAYS, ARCADES, 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.

- PER CDC GUIDELINES, FACE COVERINGS WILL NOT BE PERMITTED IN THE WATER OR ON ANY WATER RIDES

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EMPLOYEE PROCEDURES

- ALL EMPLOYEES HAVE BEEN ISSUED A FACE COVERING TO WEAR IN ACCORDANCE WITH STATE MANDATES.
- 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.
- WE ARE FREQUENTLY CHANGING OUT ALL KITCHEN UTENSILS FOR CLEANING AND DISINFECTION.
- ALL KITCHEN STAFF ARE REQUIRED TO WEAR MASKS AND ARE REQUIRED TO WASH THEIR HANDS FREQUENTLY.

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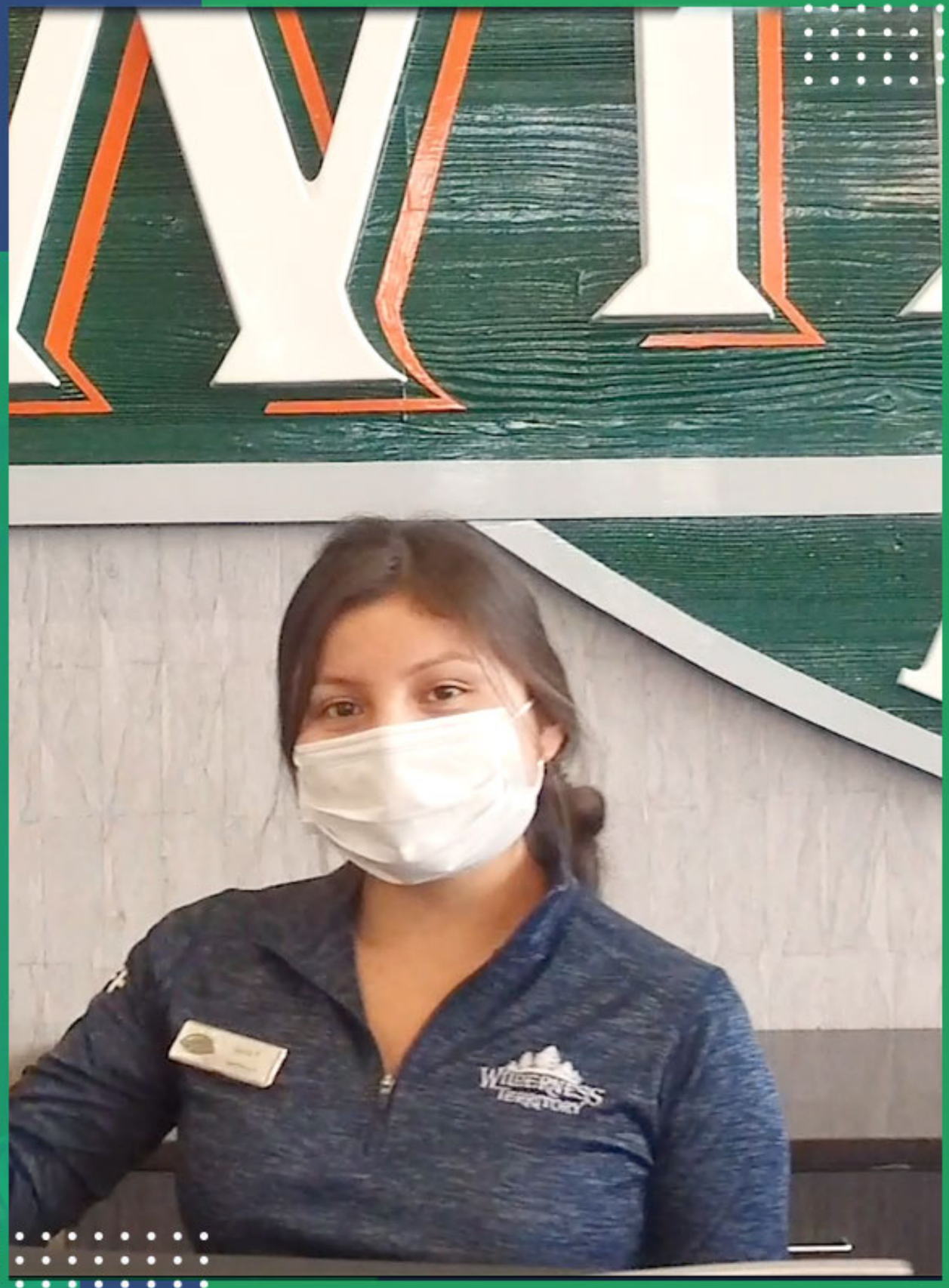
REGISTRATION

- 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 REQUESTED TO ONLY HAVE ONE MEMBER OF THEIR GROUP IN THE LOBBY DURING REGISTRATION.
- 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.



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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.

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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.

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ARCADES & ATTRACTIONS

- TEAM MEMBERS ARE REQUIRED TO WEAR MASKS AT ALL TIMES.
- 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.

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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 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.

- ALL STAFF ARE REQUIRED TO WEAR MASKS AND ARE REQUIRED TO WASH THEIR HANDS FREQUENTLY.

- WE ARE CONTINUOUSLY CLEANING COMMON AREAS, HANDLES, FAUCETS, DISPENSERS, TRASH-RECEPTACLE TOUCHPOINTS, BUTTONS, KEYPADS, COUNTERS AND CLEANING TOOLS WITH HOSPITAL-GRADE DISINFECTANTS.

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CONFERENCE CENTER

- ALL TEAM MEMBERS HAVE BEEN ISSUED A FACE COVERING TO WEAR IN ACCORDANCE WITH STATE MANDATE.
- 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.

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RETAIL OUTLETS

- ALL RETAIL TEAM MEMBERS ARE REQUIRED TO WEAR MASKS AT ALL TIMES.
- 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.

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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
RESERVATIONS

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HOTEL & GOLF RESORT

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FLEXIBLE BOOKING & RISK-FREE RESERVATIONS

BOOK YOUR STAY WITH CONFIDENCE. IN TODAY'S WORLD WE UNDERSTAND PLANS CAN CHANGE WHICH IS WHY WILDERNESS IS PROUD TO OFFER RISK-FREE RESERVATIONS ON ANY NEW BOOKING NOW THROUGH JUNE 30, 2021. IF YOU NEED TO CANCEL YOUR RESERVATION, FOR ANY REASON, WE WILL REFUND YOUR PAID DEPOSIT IN FULL AS LONG AS YOU CANCEL AT LEAST 72 HOURS BEFORE YOUR ARRIVAL DATE*. NO FEES – NO PENALTIES – NO WORRIES

*DEPOSITS OF CANCELED RESERVATIONS INSIDE OF 72 HOURS PRIOR TO ARRIVAL THE DEPOSIT WILL BE FORFEITED.