

45th Annual
2021 Think Tank Water Ski Convention & Expo
Chula Vista Resort – Wisconsin Dells
February 26-28, 2021
HYBRID (IN-PERSON & VIRTUAL)

Hybrid Event Defined

- *In-person for those who wish
 - *Must adhere to WWSF, Chula Vista, and all other applicable guidelines
 - *Including state, county, and local guidelines/requirements
- *Virtual option for select numbers of clinics
 - *Nearly half of all in-person clinics offered virtually
- *WWSF Annual Meeting of general membership
 - *Hybrid (in-person and virtual)
- * State Show Ski Championships seeding meeting
 - *Hybrid (in-person and virtual)

Hotel Reservations & Refunds

- *WWSF is not obligated to a minimum number of sleeping rooms in 2021
- *WWSF can use all Chula Vista Resort meeting space to spread out more
- *Attendees can cancel reservations up to 72 hours prior without penalty

Safety Measures

***Attendees and instructors required to wear face coverings at all times as required by the State of Wisconsin**

- *Attendees or instructors must stay home if sick, experiencing symptoms, awaiting test results, or in a CDC recommended quarantine
- *No clinics in the expo hall and vendor space will be spread out more
- *Capacity will be reduced for each meeting space
- *Chula Vista and WWSF to provide signage and sanitizing stations
- *Friday night – no organized event
- *Saturday night – no recognition dinner or organized events
- *TT staff, instructors, and volunteers to monitor and enforce requirements
- *Everyone must sign USA Water Ski & Wake Sports COVID-19 waiver
- *Include Chula Vista Resort COVID-19 protocol in all correspondence and on website

Registration

- *Attendees required to purchase either in-person or virtual ticket
- *\$30/per person through February 19
- *\$40/per person on site registration (in-person only)
- *Virtual registration cut-off February 19
 - *Virtual codes (i.e. Zoom links) sent to registered attendees on or before Thursday, February 25
- *Safety/health documents/reminders/etc. included in registration packets
- *Officials and Boat Drivers Clinic fee is NOT included in TT registration fee

Refund Policies

- *Registration fee (less Eventbrite fees) refunded to attendees who must cancel due to illness, positive test, pending test, or still in CDC recommended quarantine
 - *Deadline to notify WWSF of cancellation is 11:59pm CT on Friday, February 26 in order to receive a refund
- *If WWSF cancels in-person and goes all virtual, those who purchased in-person tickets will be offered choice of refund or virtual access

Conditions for Pivoting to All Virtual

- *Local, County, State and/or Federal mandates require us to switch
- *Chula Vista closes temporarily or permanently
- *Extremely low in-person registration numbers two weeks out from the start date of TT (low registration number is less than 100)



TRADEMARK COLLECTION®
BY WYNDHAM

We're Ready for You

Chula Vista Resort is devoted to providing our guests with excellent experiences – even if that experience may look a little different today. Our team members are here to make your stay comfortable, safe and healthy. If you have any questions or concerns, please contact us at **800-388-4782**.

Here's a look at what you can expect for your upcoming event:



MEETINGS & EVENTS

It is important to note that the resort has used all of our State and National Association resources to craft the **Chula Vista Resort Difference**. An important thank you goes out to the National & Wisconsin Restaurant Associations, the National and Wisconsin Lodging Associations, the World Waterpark Association, the Wisconsin State Golf Association, and National Association Catering Executives for their assistance in creating the guidelines to help us re-open safer. And, of course, the local and state health departments for providing guidelines from the CDC and Wisconsin Economic Development Corporation.

In planning your details with the Sales & Catering department, we can customize each event to meet your expectations. A common safety measure will include hand sanitizing stations for all of your events. We're excited to talk with you about these creative new options.



MEETING ROOMS

Tables & chairs in meeting spaces and ballrooms are spaced appropriately to fit social distancing guidelines.

We are disinfecting and sanitizing all audiovisual equipment, tables, chairs and meeting rooms with our hospital grade cleaning equipment.

We have established working relationships with reputable event service companies to provide an option for a mixture of an in-person and virtual meetings.



BANQUETS

Banquets have been redesigned with a new flair. When buffet menus are selected, a “cafe style” service is done in which all touch points which have been present in the past will now be distributed by the service staff.

Please note that all banquet events should add a bit more time for meal functions due to some of the touch points being removed from tables for sanitization purposes. Your rolled silverware will be delivered to your table along with all of your plates, napkins and condiments once you have been seated at your event.

Shared condiments have been removed from tables. Single use containers or disposable packets will be provided.

Cocktail parties, hors d’oeuvre parties and serving stations will all have a new look with our acrylic protection plan. Bars will be sanitized every 2 hours.



BREAKS

Staff will be available to pour water and coffee at breaks. Self-service community stations are not recommended.

Breaks that include items such as breads and pastries will be served by staff unless they are able to be individually wrapped or pre-packaged.



OUR STAFF

We are taking additional staff precautions. Our staff will complete a daily health survey and will be required to wear masks at your request. Staff have also received additional SERV Safe training, food handlers training and managers training.

We hope all these new initiatives help you understand better that the **Chula Vista Resort Difference** is the safer place to stay.



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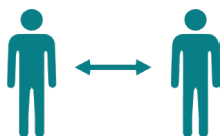
Chula Vista Resort is devoted to providing our guests with excellent experiences – even if that experience may look a little different today. Whether you're staying with us for a meeting, or just for a family getaway, our team members are here to make your stay comfortable, safe and healthy. If you have any questions or concerns, please contact us at **800-388-4782**.

Here's a look at what you can expect for your upcoming stay:



ARRIVAL TO RESORT

If possible, please only have one family member or registered guest go to the front desk to check in.



SOCIAL DISTANCING & SANITIZATION STATIONS

In our public spaces, such as lobby areas, we will be practicing social distancing. We will have signage available to aid in spacing, as well as team members to help guide you. We have also made Sanitization Stations available throughout the resort – please feel free to use frequently.



OUR STAFF

Our team is excited to welcome you back – we may look a little different, and we may have some things in between us, but we're still here to serve you.



ROOM KEYS

Room keys have been sanitized for you. Should you need more keys, or you lose yours, please stop by the Front Desk to get a new sanitized key. Please leave your keys in your room upon your check-out; no need to return them to the Front Desk.



LUGGAGE SERVICE

For your safety and for that of our team, luggage storage and bell services are temporarily unavailable. In efforts to minimize as many touch points as we can, we ask that guests please store their luggage in their vehicles until their room is ready, or after your check-out.



HOUSEKEEPING

Our Housekeeping Team is proud to present your room to you – additional sanitization with commercial grade disinfectants on high-traffic areas like doorknobs, light switches, phones, remotes and bathroom/kitchen areas are our promise to you. Stayover Service is also temporarily unavailable at this time, however we are happy to deliver any additional amenities you may need.



DINING

All of our dining options will be following social distancing guidelines for seating and table arrangements. While some tables/spaces may look open and available, we please ask that you see your host for seating, as these spaces may be involved in the social distancing table arrangement. All utensils, plates, trays, cups and tables have been sanitized with food-grade disinfectants, including pens and check presenters. Our team members have also been trained in additional sanitizing practices to ensure your food can be safely delivered to you.



WATERPARKS & ATTRACTIONS

Our certified pool experts test our waters multiple times daily to ensure proper levels of sanitization are accurate. Our Park Team Members are also continuously sanitizing areas of the park, such as handrails, restrooms, drinking fountains and doors. We've also sanitized our life jackets after each use for those little swimmers, as we want safety to be available to all guests, no matter how small.



CONVENTIONS & MEETINGS

For our meeting guests, we've made some changes, too. Our equipment, such as microphones, podiums and staging furniture has been sanitized between each use with continuous-pressure sprayers and hospital grade disinfectant. We've removed items that traditionally sit on your table, such as pens/paper and water glasses/pitchers. Coffee breaks will feature more single-serve options and single-use condiments. But don't worry – there will still be coffee.



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LOST RIOS WATERPARK COVID-19 RESPONSE

Welcome back to Chula Vista Resort! We thank you for your loyal business and hope you enjoy the changes we have made to continue to improve our facility.

We have implemented the following procedures to limit exposure to COVID-19 and promote social distancing throughout the waterpark.

Please note: On March 13, 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."

STEPS WE ARE TAKING

- Our Certified Pool Operators test water frequently to ensure all water is safe and chemical levels are following state pool codes.
- Hand sanitizer stations have been placed throughout the park for guest use.
- Staff is continuously sanitizing and disinfecting high contact points such as door handles, restrooms, drinking fountains and handrails.
- Furniture groupings have been placed 6 ft. apart in order to maintain social distancing.
- Lockers and all furniture will be sanitized after each guest use.
- 6 ft. social distancing markers have been placed on slide tower stairs to maintain social distancing guidelines. Yellow tape marks where you can stand in queue lines until advancing.
- Staff is monitoring guest safety along with pool capacity to ensure safety and social distancing.

WHAT YOU CAN DO TO HELP

- Ask staff for directions around the park to follow traffic flow, follow red and yellow markings on staircases to reach slides, and opposite sides of the park.
- Use provided tag system to mark tables and chairs when you are finished using that area. This will ensure that our staff can disinfect that area right away and have it available for another guest to use.
- After you enjoyed an attraction with a tube or mat, please be sure to flip it in the water to totally disinfect any touch points.
- Please dispose of all towels to small laundry bins places throughout the park. Used life jackets should also be placed into a bin near the life jacket area to be disinfected.