

Delaware North Companies Parks & Resorts

Primary Business: Hospitality, lodging, retail, food and beverage, fine dining, educational and recreational visitor services.

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Delaware North Companies

Parks & Resorts

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Delaware North Companies Parks & Resorts serves millions of guests annually as a leading provider of lodging, retail and food service at national parks, state parks, scenic resorts cultural attractions and historic locations. Its unique focus is providing stewardship and hospitality in special places.

The subsidiary of global hospitality management, food service and retail company Delaware North Companies provides those services as well as educational and recreational visitor services at Yosemite National Park in California and the Kennedy Space Center Visitor Complex in Florida. The Yosemite contract, the largest in the National Park Service, includes managing the historic Ahwahnee lodge and all other lodges and guest services within the national park. In addition to Kennedy Space Center Visitor Complex and Yosemite National Park, the company also operates at Yellowstone, Sequoia and Grand Canyon National Parks, and Niagara Falls State Park in New York. Delaware North also manages The Lodge at Geneva-on-the-Lake in Ohio, The Gideon Putnam Resort, including the historic Roosevelt Baths and Spa in Saratoga, N.Y and several luxury resorts in Australia.

At all locations, the company employs its proprietary GreenPath® environmental management system and GuestPath® customer service platform. To learn more about Delaware North Companies' expertise in the hospitality industry, visit www.experiencednc.com.

Important Facts

- Delaware North Companies assumed the management of all visitor services at Yosemite National Park in 1993, undertaking a significant environmental remediation project and implementing a comprehensive environmental management system for its operations later known as GreenPath.
- In 2001, Delaware North became the first U.S. hospitality company to have its environmental management system registered to the standards put forth by the International Organization for Standardization (ISO). All Delaware North Companies Parks & Resorts locations are ISO 14001 certified.
- Delaware North opened the Shuttle Launch Experience at Kennedy Space Center Visitor Complex in 2007, enabling guests to undergo a simulated shuttle launch, including an encompassing orbital view of Earth at the conclusion. The attraction was developed with insights from former NASA and veteran space shuttle astronauts.
- The Shuttle Launch Experience garnered a prestigious Thea award in 2008 from the Themed Entertainment Association (TEA) for outstanding achievement in the attraction category. TEA lauded Shuttle Launch Experience for "maximizing the power of suggestion, sensory effects, and great storytelling to deliver the heart pounding impression of the journey into space that is experienced by the astronauts."
- Since Delaware North assumed operations of Kennedy Space Center Visitor Complex in 1995, more than \$200 million has been invested in enhancements and new attractions, including the \$60 million Shuttle Launch Experience, \$37 million Apollo/Saturn V Center, IMAX® 3-D film theaters, and restaurants and retail outlets.
- Chef Percy Whatley, Delaware North's executive chef at The Ahwahnee in Yosemite National Park, was a semi-finalist in the 2008 Bocuse d'Or USA. Whatley competed with seven other chefs for a chance to represent the United States at the 2009 Bocuse d'Or International Cuisine Competition in Lyon, France. Henin served as coach for the American team in Lyon.
- Gideon Putnam was awarded first place by Saratoga Region Locals' Choice Awards 2010 in the category of best hotel. The hotel received the most votes by local residents.
- Less than 20 years after entering the world of hotel management and only nine years after purchasing its first hotel, Delaware North Companies Parks & Resorts made the Hotel Business' list of top 100 owners and developers in 2010.

- In 2010, Niagara Falls State Park topped New York's top ten green travel destinations by I Love New York as part of the state tourism agency's "Green Heart NY" promotion initiative. Some of the green modifications made at the park include a trolley fleet that runs on compressed natural gas (CNG), all other vehicles running on alternate fuels, solar lighting at Cave of the Winds, low energy lighting at the rapids and throughout the park, and using river water for the sprinkler systems.
- Yellowstone's Lake and Tower General Stores, which are operated by Delaware North Companies Parks & Resorts, were recognized by Yellowstone Business Partnership for their sustainability practices during renovations in 2011. Yellowstone's Lake and Tower General Stores are the first pilot projects to become successfully certified as sustainable under the Greater Yellowstone Framework for Sustainable Development (G-Y Framework). The rating system goes beyond LEED standards to address the nationally significant natural and cultural values of the Greater Yellowstone ecosystem.
- The executive pastry chef of The Ahwahnee hotel at Yosemite National Park, Paul Padua, was honored as Western Regional Pastry Chef of the Year by The American Culinary Federation (ACF) after winning a competition at the regional conference in May 2011 in Scottsdale, Ariz.

Delaware North Companies Parks & Resorts Locations

El Questro Wilderness Park

75 Coolibah Drive, Kununurra WA 6743

Australia

+61 3 9413 6200

www.elquestro.com.au

Delaware North owns and operates El Questro Wilderness Park, a nature resort surrounded by the Kimberley, one of the last unspoiled wilderness frontiers in Australia. El Questro features a variety of accommodations, including luxury suites at The Homestead, tented cabins at Emma's Gorge, and family bungalows at The Station. The resort also offers activities exclusive to their unique wilderness location such as boating in El Questro's gorges, use of the Zebedee Thermal Springs, horseback tours of the Kimberley and local freshwater fishing.

Gideon Putnam Resort

24 Gideon Putnam Rd

Saratoga Springs, New York 12866

(866) 890-1171

www.gideonputnam.com

Gideon Putnam Resort is a historic resort destination within scenic Saratoga Spa State Park in Saratoga Springs, N.Y., just north of Albany. Gideon Putnam features a lovely 1930s-built hotel

and the historic Roosevelt Baths & Spa, featuring the mineral baths, massages, facials, a salon and a fitness center. The hotel features 120 relaxing guest rooms, including 22 luxurious suites. The Putnam's Restaurant and Bar is newly renovated. Seasonal dining is available at the Café in the Park and Putnam's Patio. The Gideon Putnam also features 12,000 square feet of meeting and banquet space. Delaware North Companies Parks and Resorts assumed hospitality management for the Gideon Putnam Resort and Roosevelt Baths & Spa in 2008 after being selected by the New York State Department of Parks, Recreation and Historic Preservation.

Grand Canyon National Park

Delaware North Companies Parks & Resorts

Mather Business Center

P.O. Box 159

Grand Canyon, AZ 86023

(928) 638-0886

At the Grand Canyon, Delaware North Companies operates two retail stores inside the national park and one outside the entrance featuring a variety of groceries, camping supplies, camping gear rental, Native American handcrafts and gifts and other merchandise for campers and other visitors.

Gray Wolf Inn & Suites

250 South Canyon Street

West Yellowstone, MT 59758

www.visityellowstonepark.com

Delaware North purchased Gray Wolf Inn & Suites in West Yellowstone in 2010. The limited-service hotel features 102 rooms with satellite television and wireless internet, a complimentary continental breakfast, an indoor heated swimming pool and whirlpool spa, guest laundry facilities, heated underground and aboveground parking and a sauna.

Harrison Hot Springs Resort & Spa

100 Esplanade Avenue

British Columbia, Canada V0M 1K0

(604) 796.2244

www.harrisonresort.com

Since 2002, Delaware North Companies has owned and operated Harrison Hot Springs Resort & Spa, located two hours east of Vancouver on Harrison Lake in the scenic Fraser Valley of British Columbia, Canada. The resort features 335 guest rooms, three restaurants and a lounge located throughout the property, live entertainment, three outdoor and two indoor natural mineral hot spring pools, a healing springs spa, fitness center, gift shop, games room, and tennis courts.

Heron Island Resort

Gladstode Qld 4680

Australia

+61 3 9413 6200

www.heronisland.com

Delaware North purchased Heron Island, the only Great Barrier Reef resort located on a coral cay, in 2009 as a part of the company's ongoing international expansion. Heron Island features 109 guest rooms and luxury suites, a casual restaurant and bar, a fully-equipped conference room, guest laundry services and facilities, a marine parks interpretive center, a swimming pool and a boutique. The resort also offers guided reef and bird walks, wildlife presentations, snorkeling lessons and guided excursions, adventure diving, scenic helicopter flights and seasonal turtle viewing.

Holiday Inn West Yellowstone

315 Yellowstone Ave.

West Yellowstone, MT 59758

(406) 646-7365

<http://www.visityellowstonepark.com>

Delaware North Companies purchased Holiday Inn West Yellowstone, a 123-room; full-service hotel located less than a mile from the west entrance to Yellowstone National Park, in May 2009. Delaware North also operates the general stores in the national park. The Holiday Inn West Yellowstone was built in 1994. One of nearly 40 lodging properties in and around West Yellowstone, it offers guests a 175-seat restaurant; a 125-seat lounge; 10,000 square feet of function space; and an indoor pool, hot tub, dry sauna, fitness room and guest laundry.

Kennedy Space Center Visitor Complex

Kennedy Space Center, Florida 32899

(321) 452-2121

www.KennedySpaceCenter.com

Since being awarded the contract by NASA in 1995, Delaware North Companies has enhanced the Kennedy Space Center Visitor Complex by redeveloping the facilities while managing the concessions, restaurants, stores, tours, educational programs and even the exhibits. Of particular note is the 2007 addition of the \$60 million Shuttle Launch Experience flight simulator. In 2011, Delaware North announced plans for a new \$100 million exhibit featuring space shuttle Atlantis, which was retired to Kennedy Space Center in July 2011.

Kings Canyon Resort

PMB 136 Alice Springs NT 0871

Australia

+61 3 9413 6200

www.kingscanyonresort.com.au

Kings Canyon, a wilderness resort located in the heart of the Watarrka National Park, is owned and operated by Delaware North Companies Parks & Resorts. Resort accommodations include 314 standard and deluxe spa rooms, a caravan park and campground, a mini-supermarket and petrol station, a swimming pool, a gift shop, tennis courts, a sunset viewing platform and the

resort's signature Carmichaels Restaurant, featuring the exclusive Under a Desert Moon Fine Dining Experience for two. Guests are encouraged to explore the rugged parkland surrounding the hotel, and other activities offered include a guided canyon rim walk, helicopter flights, camel rides and quad bike adventures.

LeMay -America's Car Museum

352 152nd Street East

Tacoma, Washington 98445

(253) 272-2336

<http://www.lemaymuseum.org/>

Delaware North Companies Parks & Resorts assists in sales and marketing at LeMay, as well as maintaining the facility and providing food, beverage and retail services for the museum. Set to open in May 2012, the Tacoma, Wash. attraction will showcase over 500 vehicles from the LeMay Family Collection, the largest privately owned automobile collection in the world. The facility will feature a collector car center and 3.5 acre show field, a banquet hall, a meeting space, car storage and a restaurant.

Lizard Island Resort

PMB 40 Cairns Qld 4871

Australia

+61 3 9413 6200

www.lizardisland.com.au

Delaware North owns and operates Lizard Island, an island resort located on the Great Barrier Reef featuring 24 white sand beaches. Accommodations include 40 luxury suites, a casual restaurant and bar, a freshwater swimming pool, the Azure Spa, daily laundry services, a library, tennis courts, a guest lounge with broadband internet access and a resort boutique. Lizard Island offers a variety of recreational activities such as reef fishing, diving and snorkeling in the reef and glass bottom boat trips. Lizard Island has been named the top hotel in the South Pacific and one of the top 100 hotels in the world.

The Lodge at Geneva-on-the-Lake

4488 North Broadway (SR 534)

Geneva-on-the-Lake, Ohio 44041

(440) 466-7100

www.thelodgeatgeneva.com

The Lodge at Geneva-on-the-Lake is located in the heart of Ohio's wine country and on the edge of Lake Erie. Delaware North Companies Parks & Resorts consulted with Ashtabula County Ohio on the design and construction of the Lodge. It is perhaps the first lodge in the nation, to be constructed and managed with local funds on state-owned parkland. Delaware North Parks & Resorts assisted with pre-opening and currently plans and executes all Lodge operations. The Lodge at Geneva-on-the-Lake features 109 finely appointed guest rooms (the majority with lake

views); Horizons, an upscale restaurant with a striking octagonal dining room and breathtaking view of Lake Erie; a lounge with a rectangular bar and great views of Lake Erie; and amenities that include a fitness center, game room, indoor and outdoor pool and gift shop. The Lodge entrance is located one mile north of Geneva State Park, on the left.

Niagara Falls State Park

Delaware North Companies Parks & Resorts

Main Office – Goat Island

Niagara Falls, NY 14303

(716) 278-0337

www.niagarafallsstatepark.com

Since 1995, Delaware North Companies Parks & Resorts has managed foodservice and retail operations at Niagara Falls State Park, the oldest state park in the country.

Sequoia National Park – Wuksachi Lodge

Delaware North Companies Parks & Resorts

64740 Wuksachi Way

PO Box 89

Sequoia National Park, CA 93262

(559) 565-4070

<http://www.visitsequoia.com>

Delaware North Companies operates the Wuksachi Lodge in Sequoia National Park, home to the world's largest living tree, the General Sherman Tree. Delaware North Parks & Resorts was awarded the contract by the National Park Service in 1998. The 108-room lodge features a panoramic mountain setting, full-service restaurant, cocktail lounge, retail shop, and 1,320 square feet of dedicated meeting space. Furnishings reflect an upscale, natural décor highlighting native granite rock, oak, cedar and hickory woods.

Tenaya Lodge at Yosemite

1122 Highway 41

Fish Camp, CA 93623

559.683.6555

www.tenayalodge.com

Tenaya Lodge is a Delaware North-owned and -operated mountain resort located 2 miles from the south entrance to Yosemite National Park. Delaware North Companies Parks & Resorts assumed ownership of the AAA-rated "Four-Diamond" facility in 2001. Tenaya features 294 rooms with contemporary comforts and amenities. In addition, in December 2008 Delaware North acquired the nearby 53-unit Apple Tree Inn and incorporated the lodging into the Tenaya property as The Cottages at Tenaya. Facilities include a 35,500 square foot conference and meeting facility, a Grand Terrace for outdoor receptions and dining, the Ascent Spa, a recently remodeled fitness facility and a variety of casual and fine dining options.

Wilson Island Resort

Gladstone Qld 4680

Australia

+61 3 9413 6200

www.wilsonisland.com

Delaware North owns and operates Wilson Island, a secluded island resort off the Queensland coast. Wilson Island hosts only 12 guests at a time, with accommodations including six permanent tents with reef and ocean views, a community tent and the Longhouse, the resort's central dining and relaxation area. All power on the island is provided by solar energy or batteries. Meals and activities, including world-class snorkeling and guided island and reef walks, are all included in the Wilson Island package.

Yellowstone National Park

Yellowstone General Stores

251 Echo Canyon Road

West Yellowstone, MT 59758

(406) 586-7593

<http://www.visityellowstonepark.com>

Delaware North Companies operates 12 stores in Yellowstone National Park. The stores feature a variety of merchandise, food & beverage and groceries for campers and visitors.

Yellowstone Park Hotel

201 Grizzly Avenue

West Yellowstone, MT 59758

www.visityellowstonepark.com

In 2010, Delaware North purchased the Yellowstone Park Hotel, the park's newest lodging property. Accommodations at the AAA Three Diamond-rated hotel features 66 guest rooms, high-speed wireless internet, a complimentary continental breakfast, a heated indoor swimming pool and hot tub, guest laundry facilities and a fully-equipped exercise facility. Yellowstone Park Hotel is located across the street from a number of the park's attractions, including the IMAX Theatre and The Grizzly Discovery Center.

Yosemite National Park

Delaware North Companies Parks & Resorts

P.O. Box 578

9001 Village Drive

Yosemite National Park, CA 95389

(209) 372-1001

<http://www.yosemitepark.com/default.aspx>

Since 1992, Delaware North Companies has operated eight lodging accommodations, retail stores, food and beverage, recreation, transportation and educational programs throughout the

1,200 square miles of breathtaking land that makes up Yosemite National Park. Delaware North manages 1,536 guest rooms in the historic Ahwahnee and Wawona hotels, Yosemite Lodge and in multiple cabin and tent cabin camping areas. Delaware North's central reservation office in Fresno, Calif., accepts reservations 366 days in advance of arrival for most accommodations. Reservations also may be made online by visiting www.YosemitePark.com.