

Delaware North Companies Parks & Resorts

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

President: Kevin Kelly

Headquarters:

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, scenic resorts 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 accommodations within the national park.

In addition to Kennedy Space Center and Yosemite National Park, the company also operates at Yellowstone, Sequoia and Grand Canyon national parks and Niagara Falls State Park in New York.

The company owns and operates Tenaya Lodge at Yosemite and adjacent Cottages at Tenaya, both just outside the national park, the Holiday Inn West Yellowstone in Montana and Harrison Hot Springs Resort & Spa in British Columbia. In addition to the accommodations at Yosemite and the Wuksachi Lodge at Sequoia, Delaware North 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 The Queen Mary in Long Beach.

At all locations, the company employs its proprietary GreenPath[®] environmental management program 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). Most 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.
- Culinary operations at Delaware North's Parks & Resorts locations are overseen by Chef Roland Henin, Delaware North's corporate chef and chief culinary ambassador. Henin, who in 2008 celebrated his 25th year as a certified master chef, is one of only about 60 such chefs in the country and was an instrumental mentor to celebrated chef Thomas Keller.
- 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.

Delaware North Companies Parks & Resorts Locations

Gideon Putnam Resort
24 Gideon Putnam Rd
Saratoga Springs, New York 12866
(866) 890-1171
www.gideonputnam.com

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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 fitness center.

The hotel features 18 suites and 120 rooms, and dining in the newly renovated Putnam's Restaurant and Bar. 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.

Features – *Lodging, Dining, Spa, Meeting Space, Outdoor/Indoor Activities.*

The Lodge at Geneva-on-the-Lake
4488 North Broadway (SR 534)
Geneva-on-the-Lake, Ohio 44041
(440) 466-7100
www.thelodgeatgeneva.com

Media Contact:

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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.

Features – *Lodging, Conference and Banquet Space, Fitness Room, Indoor Pool, Game Room, Retail, Indoor/Outdoor Activities.*

<p style="text-align: center;">Grand Canyon National Park Delaware North Companies Parks & Resorts Mather Business Center P.O. Box 159 Grand Canyon, AZ 86023 (928) 638-0886</p>

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At the Grand Canyon, Delaware North Companies operates three general stores featuring a variety of groceries and other merchandise for campers and other visitors.

Features – *General Stores.*

Harrison Hot Springs Resort & Spa

100 Esplanade Avenue
British Columbia, Canada V0M 1K0
(604) 796.2244
www.harrisonresort.com

Media Contact:

Lindsay Marett
lmarett@peakco.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 337 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.

Features – *Lodging, Meeting and Exhibit Space, Hot Springs, Lakefront location Swimming, Fitness Center, Tennis, Game Room, Retail, Dining.*

Kennedy Space Center Visitor Complex

Kennedy Space Center, Florida 32899
(321) 452-2121
www.KennedySpaceCenter.com

U.S. Astronaut Hall of Fame

6225 Vectorspace Blvd.
Titusville, FL 32780
(321) 455-7000

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Since being awarded the contract by NASA in 1995, Delaware North Companies has enhanced the Kennedy Space Center Visitor Center 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.

Features – *Retail, Conference Space, Casual And Fine Dining, Tours, Exhibits, IMAX Theatre, U.S. Astronaut Hall Of Fame, Saturn V Rocket and Other Historical Exhibits, Children’s Area, Astronaut Memorial, Shuttle Launch Experience, Youth Camps and Programs.*

Niagara Falls State Park
Delaware North Companies Parks & Resorts
Main Office – Goat Island
Niagara Falls, NY 14303
(716) 278-0337
www.niagarafallsstatepark.com

Media Contact:
Michael Barnes
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mbarnes@dncinc.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.

Features – *Casual Dining (Top of the Falls Restaurant and catering), Snack Bars, Retail/Gift Shops, Historical Exhibits, Adventure Activities.*

The Queen Mary
Delaware North Companies Parks & Resorts
1126 Queens Highway
Long Beach, CA 90802-6390
www.QueenMary.com

Media Contact:
Julie Wright
jwright@wrightoncomm.com
Cell: (760) 419-4664

Delaware North assumed management of The Queen Mary in September 2009.

The Queen Mary was launched in 1934, sailed until 1967 and now is dry docked at the Port of Long Beach. The Queen Mary features a rich maritime history, authentic Art Deco period décor, and stunning views of the Pacific Ocean and Long Beach city skyline. Its award-winning restaurants include Sir Winston's fine dining as well as a weekly Sunday Champagne Brunch served in the ship's Grand Salon. History buffs enjoy the ship's museum and Behind the Scenes tour while guests of all ages love the Ghosts and Legends tour.

The Queen Mary features 80,000 square feet of event space in 14 remarkable, authentic Art Deco period salons as well as a tri-level, 45,000-square-foot Exhibit Hall. The Queen Mary boasts 314 staterooms spanning three decks including eight full suites which have hosted a variety of colorful characters from World War II leaders to British royalty and

the stars of Hollywood's golden era. For more or for reservations, see www.queenmary.com or call (800) 437-2934.

Features – *Lodging, Casual and Fine Dining Restaurants and Lounges, Conference and Banquet Space, Museum.*

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>

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Delaware North Companies operates the Wuksachi Lodge in Sequoia National Park, home to the world's largest living thing, the General Sherman Tree. Delaware North Parks & Resorts was awarded the contract by the National Park Service in 1998.

The 102-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.

Features – *Lodging, Conference Space, Casual and Fine Dining, Indoor/Outdoor Activities, Adventure Activities, Tours, Skiing, Snowshoeing.*

Yellowstone National Park
Yellowstone General Stores
251 Echo Canyon Road
West Yellowstone, MT 59758
(406) 586-7593

<http://www.visityellowstonepark.com>

Media Contacts:

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

Features – *General and Retail Stores.*

Holiday Inn West Yellowstone

315 Yellowstone Ave.
West Yellowstone, MT 59758
(406) 646-7365

<http://www.visityellowstonepark.com>

Media Contacts:

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Delaware North Companies purchased Holiday Inn West Yellowstone, a 123-room; full-service hotel located less than a mile from an 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.

Features – *Lodging, Restaurant, Lounge, Conference and Event Space, Indoor Pool, Hot Tub, Sauna, Fitness Room, Guest Laundry.*

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>

Media Contact:

Kenny Karst

kkarst@dncinc.com

(209) 372-1445

Delaware North Companies operates numerous lodges, stores and recreational amenities throughout the 1,200 square miles of breathtaking land that makes up Yosemite National Park.

In 1992, Delaware North was selected by the U.S. Department of the Interior to manage the complete range of visitor services at Yosemite National Park. Delaware North's contract with the National Park Service to operate in Yosemite National Park is the largest in the national park system.

***Features** – Lodging, Retail, Indoor/Outdoor Activities, Art, Auto Touring, Backpacking, Skiing, Ice Skating, Nature Walks, Bird Watching, Botany, Camping, Climbing, Fishing, Hiking, Stable Rides, Ranger Programs, Photography, Rafting, Snowboarding, Snowshoeing, Wilderness Exploration, Stargazing, Wildlife Viewing.*

Overview of Lodging/Camping

Delaware North manages 1,286 guest rooms ranging from rustic tent cabins operated seasonally in the High Sierra, to the impressive National Historic Landmark Ahwahnee hotel, which is open year-round in Yosemite Valley. Delaware North's central reservation office in Fresno, Calif., handles all reservations and accepts them 366 days in advance of arrival for most accommodations. Reservations also may be made online by visiting www.YosemitePark.com.

In Yosemite Valley:

- The 123-room Ahwahnee is world-famous and considered one of the most notable architectural feats in America according to the Wall Street Journal. The National Historic Landmark was built in 1927 and is widely considered the premier national park lodge in the country.
- The 245-room Yosemite Lodge at the Falls features dining, Retail, Indoor/Outdoor Activities.
- Curry Village offers 395 rooms (cabins and tent cabins)
- Housekeeping Camp offers 266 units

In the High Country (Summer Only):

- Tuolumne Meadows Lodge features 69 canvas tent cabins
- White Wolf Lodge features 28 cabins and canvas cabins
- The High Sierra Camps feature 204 beds in 56 cabins at five camps

Wawona:

- The 104-room Wawona Hotel is a National Historic Landmark built in 1879, is a tranquil, Victorian-style lodge located between the Mariposa Grove of Giant Sequoias and the bustling activity of Yosemite Valley. Operates seasonally.

Glacier Point (Winter Only):

- Glacier Point Ski Hut features 20 dormitory-style beds

Tenaya Lodge at Yosemite

1122 Highway 41

Fish Camp, CA 93623

559.683.6555

www.tenayalodge.com

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Tenaya Lodge is a Delaware North-owned and -operated mountain resort located 2 miles from Yosemite National Park. Delaware North Companies Parks & Resorts assumed ownership of the AAA-rated “Four-Diamond” facility in 2001.

Tenaya features 244 warm 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.

In summer 2010 Delaware North will complete and open a new conference facility and expanded spa at Tenaya. The expanded conference setting will include six new meeting rooms and 15,000 square feet of indoor meeting space, including a 10,000-square-foot ballroom. Pre-function space will increase to 4,500 square feet for exhibits and receptions. All of this is in addition to Tenaya Lodge’s several dining, outdoor and special-event facilities.

Unique to this new conference center will be the Signature Grand Terrace, which offers breathtaking vistas of Yosemite National Park and is perfect for outdoor receptions and

dining. Groups will also be able to enjoy the 3,000-square-foot outdoor pavilion that can be left open or enclosed. The space is ideal for outdoor dining, special events and teambuilding activities.

Tenaya Lodge is also working to enhance its spa and wellness offerings as it opens its new 10,000-square-foot Ascent Spa in conjunction with the new conference facility. Ascent Spa will feature 12 treatments rooms for massages, manicures, pedicures, yoga and wet-body treatments. The entire spa will feature award-winning and environmentally friendly Eminence Organic Spa products.

Guests will also be able to exercise in a new fitness facility that includes free weights, Nautilus machines and cardio equipment. A wall of waterfalls will welcome guests to Ascent Spa and help them relax the moment they enter.

On the culinary side, Tenaya Lodge has opened two new restaurants in 2009: the upscale Embers Restaurant and casual-dining Timberloft Pizzeria.

Features – *Lodging, Meeting and Conference Space, Outdoor Meeting Space, Casual And Fine Dining, Catering, Spa, Fitness Center, Indoor/Outdoor Pool, Indoor/Outdoor Activities, Tours, Adventure Activities.*