



**Welcome to The Kartrite!** We hope you are ready because your Kartrite adventure is about to begin! Please don't hesitate to let us know if there's anything we can do to make your stay even more amazing!

### Check-In

We begin our check-in process at 4:00 PM. However, you are invited to use the waterpark and our other facilities if you arrive prior to that time. Full payment for your stay and an authorization for \$150.00 as a security deposit will be processed on the credit card used upon check in. Authorizations are released on checkout day and depending on your bank the release can take up to 7-10 business days. A valid ID and credit card is required for check-in.

Per your arrival, we will pre-register you and confirm your number so that we can contact you once your room is ready. Pre-registered guests will have a specific line designated at the hotel front desk for guest room key pick up. There is no need to wait in the general check-in line once you have been told that your room is ready.

### Express Check-Out

Check-out time is 11:00 AM. But that does not mean your adventure ends! You are welcome to continue enjoying the resort.

Every guest is automatically checked out of the system on departure day. Express Check-Out allows you to checkout of your room without having to return to the Front Desk. The credit card you used at check-in is billed for your charges during your stay, and a copy of your bill will be emailed to you upon departure.

Upon exiting the guest room, please store all luggage in your vehicle. We provide lockers in the waterpark to store a change of clothing for our guests to enjoy the rest of the day in the waterpark.

### Modified Housekeeping Services

Housekeeping will only be provided on the third day for stays four nights or longer. Your room must be vacant to receive stayover service. Any damage to the guest room or excessive cleaning will incur a fee. Housekeeping inspects all rooms prior to, and post stay.

### Additional Supplies

Should you need any additional supplies for your room, such as towels, sheets, etc. we will be delighted to assist you. Please call the hotel front desk to have Housekeeping deliver anything you need between the hours of 9am-11pm.

### Quiet Hours

We ask that guests keep noise levels to a minimum between the hours of 9:00pm – 8:00 am. If there is a disturbance, please call the hotel front desk and we will send security to assist.

### Proper Attire

While your adventure doesn't end when you leave the waterpark, all other public areas of the resort including restaurants and the lobby require you to wear shoes, shirt, or cover-ups.

### Balcony | Patio Policy

Hanging of any type of towel, clothing, banner, or flags over the balcony railing or on a patio is prohibited.

### Food and Beverage Restrictions

Food and beverages obtained from outside the resort may not be consumed in public areas of the resort.



### Food and Beverage Offerings

If you have any allergies, food restrictions; please alert a team member upon seating at an outlet.

- Breakfast: EAT EAT EAT Buffet- located on level 1  
The Highline- located in the lobby
- Lunch: Harvey's Wallbanger- located on level 1  
Surfside Grille- located inside the waterpark  
The Highline- located in the lobby
- Dinner: Bixby's- located in lobby and open on Fridays and Saturdays -reservations recommended  
Harvey's Wallbanger- located on level 1  
EAT EAT EAT Buffet

In a hurry? We offer family Kartaway family dinner specials from Harvey's Wallbanger!

Sweet tooth? Pop's Sweet Shoppe is the way!

Libations: Bixby's Bar in the lobby, Bar at Harvey's Wallbanger and Bar Mez, located inside the waterpark

Happy HOUR at Bixby's Bar from 4pm-7pm Thursday-Sunday.

**We always recommend dining reservations via [Opentable.com](https://www.opentable.com).**

### Cashless Resort

Guests may charge incidentals to their room, or they may use a credit card. We do not accept cash for incidental charges in the restaurants, bars, or gift shop.

### Gift shop

Our retail shop, Sunsidars, is open at 11am for any last minute needs, swimwear or souvenir gifts.

### No-Smoking Policy

The Kartrite is a non-smoking/non vaping facility which includes guest rooms, balconies, and courtyards. There is a \$250.00 non-refundable fee for smoking/vaping in non-smoking areas.

### Vending Machines

Vending machines are located on every floor between rooms 25 & 27. Washer | dryer is located on the 4<sup>th</sup> and 7<sup>th</sup> floors.

### Waterpark Access

The waterpark hours are 11am to 7pm daily. We are happy to offer Surfside Grill and Bar Mez to our guests and therefore outside food and beverages are not permitted inside the waterpark. The Kartrite provides towels for all waterpark guests and lockers are available for a small fee. All children under the age of 16 must be accompanied by an adult, so be sure to wait for your parents before starting the fun!

The Waterpark is located on level 1 of the resort. RFID chipped towels are available at the towel desk. If you already have access to your room, you are welcome to bring those towels to the park.

### Cabanas

Cabanas are available for daily rental and can be reserved by visiting the waterpark page of the website or the hotel front desk. Only lower Cabanas come with food and drink service.



### Activities

Here at the Kartrite we love to have fun. We offer a variety of activities and entertainment exclusively for our guests. Whether it is arts and crafts and obstacle courses or S'more's (firepits 5pm-11pm daily) and scavenger hunts, our daily activities go on year-round. And don't forget our nature hikes and family movie nights (8pm in the lobby)! Locations and times for activities are subject to change, and some require waivers per person.

Please use the QR code on your guest room key to view the daily activity schedule or visit the activities desk, located by the elevators in the lobby.

### Arcade Hours

Fri/Sat. 9am - 11pm

Sun. 9am - 10pm

Thurs. 10am - 10pm

Mon. 10am - 9pm

Presidents' week Mon-Sat. 9am-11pm & Sunday 9am-10pm

### Sweat Fitness

Our fitness center is open from 5am to 11pm daily and accessible to guests of the hotel by using their wristbands. Guests under the age of 16 are not permitted within Sweat Fitness.

### Celebrations at the Kartrite

We are happy to host your next occasion with over 11,000 sq. ft. of event space. Whether it is a birthday, family reunion, wedding, or holiday party, we can assist in planning the perfect event for your special occasion, along with room blocks! For more information on events and group blocks, please contact Danielle Schwartz at [groups@thekartrite.com](mailto:groups@thekartrite.com) or by calling (845) 397-2734.

Be sure to scan the QR code on your guest room key or wristband for all pertinent information during your stay!

**The Kartrite Resort & Indoor Waterpark ■ 555 Resorts World Drive, Monticello, NY 12701**  
**Reach out to us directly!**

TheKartrite.com ■ (845) 513-8855 ■ [info@thekartrite.com](mailto:info@thekartrite.com) ■ Follow us! IG [@kartriteresort](https://www.instagram.com/kartriteresort) FB [@TheKartrite](https://www.facebook.com/TheKartrite)