



Parks & Resorts Supplier Standards

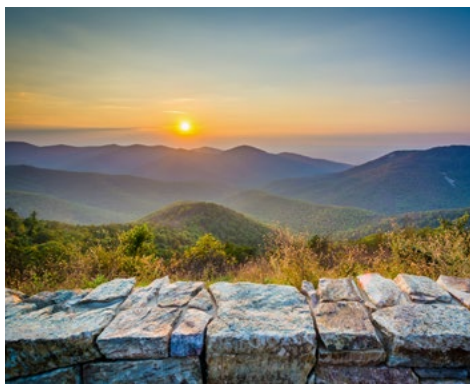


Table of Contents

Why We Have Standards	3	Location Specific Requirements	9
Who is Covered by Our Standards	3	Documentation	10
Goal of Our Supplier Standards	4	Order Confirmation.....	10
Purchase Order Requirements and Communication	4	Packing Slip.....	10
Delivery & Cancel Dates.....	4	Invoices.....	10
Ship To & Bill To Location.....	4	Added Value Service	11
Communication.....	4	Product Artwork & Image Requirements...11	
Backorders.....	5	Samples	11
PO Identification.....	5	Branding Guidelines, Supplier Fixtures and In-Store Signage	11
Pricing Policy.....	5	Sustainability and Retail	12
Terms of the Purchase Order	5	Preferred Packaging Options.....	12
Product Labeling and Market Accurately	6	Zero Waste Packaging.....	13
Why a Consistent and Transparent Ticketing Program Matters.....	6	Non-Compliance Chargebacks	13
Ticket Placement Standards.....	6	Common Chargeback Triggers.....	13
Ticketing Requirements.....	7	Credits for Defective & Damaged Product	14
Box Packaging & Labeling.....	7	Supplier Scoring	14
Palletizing & Labeling.....	7	Disclosure of Information	15
Shipping	8	Service Supplier Sign-Off	16
Shipping Responsibility & Routing Compliance.....	8	Contact Information	17
Ground vs. Freight Shipping Requirements.....	8		
Small Parcel.....	8		
LTL Freight Shipping.....	8		
Shipping Cost Responsibility.....	8		

Why we have standards

At Delaware North, our supplier standards reflect our commitment to excellence, integrity, and responsible stewardship—principles deeply rooted in our core values. These standards are not just guidelines, they are a shared promise to uphold the values that define who we are and how we operate.

- **Integrity:** We expect our suppliers to conduct business ethically and transparently, just as we do. Upholding integrity ensures trust and accountability throughout our supply chain.
- **Excellence:** We strive for the highest standards in everything we do. Our suppliers play a critical role in delivering exceptional experiences to our guests, and we rely on them to meet and exceed expectations in quality, safety, and service.
- **Guest Experience:** Every product and service provided by our suppliers contributes to the overall guest experience. Our standards ensure that this experience is consistently positive, safe, and memorable.
- **Teamwork:** Collaboration is key to our success. We view our suppliers as partners and believe in building strong, respectful relationships that foster mutual growth and innovation.
- **Sustainability:** We are committed to environmental stewardship and social responsibility. Our supplier standards promote sustainable practices that align with our goals to protect the planet and support the communities we serve.
- **Continued Improvement:** We believe in learning and evolving. Our standards encourage suppliers to innovate, improve, and adapt to changing needs and expectations.

By aligning our supplier's expectations with Delaware North's values, we ensure that every link in our supply chain contributes to a culture of excellence and responsibility.

Who is covered by our standards

Our supplier standards apply to all individuals and organizations that provide products to Delaware North. This includes, but is not limited to:

- **Manufacturers**
- **Distributors**
- **Wholesalers**
- **Producers**
- **Importers**
- **Private label partners**
- **Any third parties** involved in the sourcing, handling, or delivery of goods used in our operation

In short, any entity that supplies products—whether directly or indirectly—to Delaware North is considered a supplier and is expected to adhere to our standards. These expectations ensure consistency, quality, and alignment with our values across our entire supply chain.

Goal of our supplier standards

The goal of our supplier standards is to ensure that every product delivered to Delaware North meets the highest levels of quality, safety, and integrity, enabling us to consistently deliver exceptional experiences to our guests. By holding our suppliers to these standards, we support Delaware North's vision:

TO DELIGHT GUESTS BY CREATING THE WORLD'S BEST EXPERIENCES TODAY WHILE REIMAGINING TOMORROW.

Through strong partnerships, shared values, and a commitment to continuous improvement, our supplier standards help us build a supply chain that is not only reliable and responsible, but also innovative and future-focused.

Purchase Order requirements and communication

The Purchase Order (PO) serves as a legally binding contract between Delaware North's merchandise team and the supplier. No changes or modifications to the PO—whether related to pricing, quantities, delivery dates, or product specifications—will be considered valid unless mutually agreed upon in writing via email by both parties.

DELIVERY & CANCEL DATES

- Products must be shipped before the specified Delivery Date (Ship Date on PO), rather than the Cancel Date.
- Orders not fulfilled by the agreed-upon Cancel Date will be considered void, unless a revised shipping window has been approved by the merchandise team. In such cases, a revised PO with an updated Cancel Date will be issued.

SHIP TO & BILL TO LOCATION

- Shipping addresses and billing emails are at the top of the PO. POs must be shipped to the address on the PO or chargebacks will be issued.

COMMUNICATION

- All POs will be sent directly to the supplier or their designated representative via email. All correspondence for POs should be kept in same email chain, replying to the original email with the PO attachment.
- It is the supplier's responsibility to review the PO upon receipt and notify the Delaware North merchandise team of any discrepancies within 72 hours.
- If cost discrepancies are not reported within this timeframe, the original PO cost will be considered final, and all invoices must reflect the PO pricing.

BACKORDERS

- Backorder shipments are not permitted. Products received past the Cancel Date are subject to return and refusal at the supplier's expense.
- Substitutions are not allowed.

PO IDENTIFICATION

- All documentation and shipments must clearly reference the PO number, including
 - Invoices
 - Packing slips
 - Packages, boxes and pallets
 - Shipping notices
 - Email communication

PRICING POLICY

- Wholesale prices must be confirmed at order entry; if cost changes are not communicated within 72 hours, the PO price is final and must be invoiced. Price changes require advance notice and written agreement.
- Price changes without proper notice will result in chargebacks.
- Additional expenses that are not included on a PO will not be paid except for freight/shipping costs.
- All additional expenses are factored into the cost of the product such as labeling, folding, art/mold, setup fees or any other value-added services.
- All tariff surcharges must be included in the cost of the item. Any tariff listed as a separate line item on the invoice will not be processed for payment.

Terms of the Purchase Order

Each Purchase Order (PO) issued by Delaware North includes specific net payment terms, which are considered final and binding. These terms cannot be altered unless the supplier submits a formal Exception Request Form to the merchandise team.

SUBMITTING AN EXCEPTION

- Suppliers must complete and return the Exception Form, available [here](#). The form is located in a tab within the "New Vendor Authorization Form" worksheet.

IMPORTANT NOTES

- Submitting the form does not guarantee approval of the requested terms.
- The review and approval process may take up to 30 days.
- Delaware North's standard payment terms are Net 90, unless otherwise stated on the PO.
- The agreed-upon terms must be clearly reflected on each invoice submitted for payment.

Product labeling and market accurately

WHY A CONSISTENT AND TRANSPARENT TICKETING PROGRAM MATTERS

Earning and maintaining customer trust begins with accurate, consistent, and transparent product descriptions.

- A clear and standardized ticketing program ensures that product and pricing information is reliable and easy for guests to understand—no matter where they shop.
- Delaware North relies on its suppliers to uphold these standards. Suppliers play a critical role in helping customers make informed decisions by ensuring that all merchandise is properly labeled and ticketed before it arrives at our locations.
- To reinforce the importance of compliance, chargebacks will be issued for any shipments that do not meet our ticketing and labeling requirements. This includes missing, incorrect, or improperly placed UPC price labels.

By working together and adhering to these standards, we create a seamless, trustworthy shopping experience that reflects our shared commitment to excellence and guest satisfaction.

TICKET PLACEMENT STANDARDS

Suppliers must attach tags to merchandise according to the following placement guidelines to ensure uniformity and ease of scanning at retail:

ITEM TYPE	TAG LOCATION
Dishes, tiles, mugs, bottles, ceramic giftware	Bottom
Magnets, bookmarks, earring cards, small-carded items	Back right
Notebooks, journals, posters	Back cover, right corder
Published books	Most books come with a barcode that includes ISBN and a suggested retail price
Jewelry	Barbell tags
Apparel	Hangtags on neck or right armpit
Headwear	Hangtags through eyelet on top of hat
Pants, shorts	Hangtags on waist
Blister packs (plastic packaging)	Back right corner
Stuffed animals, plush	Hangtags on ear or tush
Blankets, pillows	Hangtags on bottom right

TICKETING REQUIREMENTS

- Do not cover the manufacturer's country/ place of origin on any product.
- Any changes to ticketing or labeling must be approved by the buyer/operations before printing.
- Follow [California Proposition 65 Compliance](#) for any locations in California.
- Retail price must be visible
- UPC must be in UPC-A or EAN format only
- Ensure all barcodes are fully scannable by standard scanners. QR codes should not be placed within 6" of the barcode.
- Item description included
- Sizing and color (for apparel, if applicable)

BOX PACKAGING & LABELING

Boxes must meet the minimum 175-pound burst strength.

Organizing boxes

- Organize by style/SKU
- Apparel must be boxed by style
- Each box must contain only one product type. Mixing loose items with other products is prohibited.
- Exceptions for small properties may be permitted with prior approval from the locations operations team and must be noted on page 15 under approved exceptions.

Box label: Minimum label size is 4" x 6" and must include:

- Purchase Order (PO) number
- PO item description & internal ID
- Color, size
- Quantity
- UPC & barcode

Box count labeling: Indicate total box count on each box (e.g., Box 1 of 5, Box 2 of 5).

Apparel folding standards:

- Sweatshirts, fleece, jackets: fold in sets of 3
- T-shirts: fold in sets of 12
- Hats: must be inner-case boxed in quantities of 24, 30, or 36

PALLETIZING & LABELING

When to palletize:

- Required if shipping more than 8 boxes or exceeding location specific requirements on page 9.
- If fewer than 8 boxes, ship via ground using the lowest-cost route and add shipping cost to the invoice.

Pallet standards:

- Use standard 42" x 48" pallets in good condition.
- Boxes must be uniformly stacked and shrink-wrapped.
- Do not ship loose boxes if palletization is required.
- Maximum pallet height should not exceed 72 in, and weight should not exceed 2,000 lbs.

Pallet labeling:

- Label the outside of the pallet wrap with: PO#, number of boxes on pallet, and total number of units

Shipping

SHIPPING RESPONSIBILITY & ROUTING COMPLIANCE

Suppliers are expected to follow all Delaware North shipping and routing guidelines.

- If shipments do not comply with these standards, the supplier will be responsible for all associated freight or shipping costs.
- Delaware North will only cover transportation costs when shipments are routed according to the approved guidelines.
- Any deviation from the specified shipping methods or instructions will result in the supplier bearing full responsibility for those costs.

GROUND VS. FREIGHT SHIPPING REQUIREMENTS

To ensure timely and cost-effective delivery, Delaware North requires suppliers to follow specific shipping methods based on shipment size and weight. **Ship via the cheapest route** (excluding USPS).

GROUND/SMALL PARCEL

Ground shipments include individual packages or multi-piece shipments that are **non-palletized** and meet the following criteria:

- Each package weighs **150 pounds or less**
- Maximum dimensions: **108" in length** or **165" in length + girth combined**
- Total combined shipment weight is **under 500 pounds**

LTL FREIGHT SHIPPING

LTL (Less Than Truckload) freight applies to:

- Shipments **over 150 pounds**
- Packages exceeding **108" in length** or **130" in length + girth**
- Palletized shipments up to **19,999 pounds**

Requirements:

- LTL freight must be invoiced on the merchandise invoice and include the PO number.

SHIPPING COST RESPONSIBILITY

Delaware North will cover transportation costs only when shipments follow these routing guidelines and when shipping costs are included on the merchandise invoice with a valid PO number. Any deviation from these requirements will result in the supplier being responsible for all shipping costs.

Location specific requirements

	Contact location before shipment	Contact for freight delivery	Non-palletized shipments via ground	Lift gate needed	Pallets accepted
Yellowstone General Stores Warehouse	Yes	Yes	8 boxes max	No	Yes
Kennedy Space Center Warehouse	Yes	Yes	10 boxes max	Yes	Yes
Grand Canyon Warehouse	Yes	Yes	N/A	No	Yes
Tusayan General Store	No	Yes	10 boxes max	No	Yes
Grand Canyon Desert View	Yes	Yes	10 boxes max	No	Yes
Grand Canyon Canyon Village Market	No	Yes	10 boxes max	Yes	Yes
Shenandoah Warehouse	No	Yes	10 boxes max	No	Yes
Niagara Falls Warehouse	Yes	Yes	8 boxes max	No	Yes
Kings Canyon National Park	No	Yes	N/A	Grant: Yes Cedar: No	Grant: Yes Cedar: No
Sequoia National Park	No	Yes	8 boxes max	No	Yes
Kalaloch Lodge	No	Yes	N/A	N/A	No
Trendz Warehouse	No	Yes	8 boxes max	No	Yes
Trendz at the Park Store	No	Yes	8 boxes max	N/A	No
Tenaya at Yosemite	No	Yes	8 boxes max	N/A	No
The Lodge at Geneva-on-the-Lake	Yes	Yes	8 boxes max	N/A	No
Camp Hale/Nova Guides	Yes	Yes	8 boxes max	N/A	No
Gideon Putnam Resort	Yes	Yes	8 boxes max	N/A	No

Documentation

ORDER CONFIRMATION

Order Confirmations must match Purchase Orders (PO). If POs do not match order confirmation by line item, supplier is responsible for communicating discrepancies to the merchandise team and either PO or order confirmation must be adjusted to match.

PACKING SLIP

Each shipment requires a packing slip. There must be only one PO per packing slip. The packing slip should be attached to the outside of the lead box (e.g., Box 1 of 5).

The packing slip must contain:

- PO number
- Ship To location name
- Unit Count by internal ID/UPC
- Description of each item with supplier SKU number, PO internal ID & description and UPC

INVOICES

To ensure timely and accurate payment, all invoices must be submitted via email to dnapinvoicesubmission@delawarenorth.com and must comply with the following standards:

General Invoicing Policy

- Payment will only be issued after full delivery of all items and quantities listed on invoice.
- Service charges will not be paid on invoices that have discrepancies.
- Payment terms begin on the invoice date. The invoice date is the scheduled delivery date.
- Payment will be submitted after product is physically received. If there is a discrepancy, the payment could be delayed.

Required Invoice Information

Each invoice must include the following details:

- PO number
- Invoice number
- Invoice date
- Quantity
- SKU number
- Cost per unit
- Extended cost
- Any applicable discounts
- Freight cost
- Payment terms (must match PO terms)
- Total amount due

Added value service

PRODUCT ARTWORK & IMAGE REQUIREMENTS

To support merchandising and marketing efforts, all products must have final artwork created as soon as the PO is submitted along with high resolution images of products.

- These assets may be used by Delaware North Parks & Resorts for promotional purposes, including on Delaware North eCommerce platforms, social media and marketing campaigns.
- Timely submission of artwork and images ensures accurate representation of products and supports a seamless guest experience.

Samples

Delaware North will not reimburse a supplier or return any samples sent for review.

Branding guidelines, supplier fixtures and in-store signage

Brand Guidelines will be provided by Delaware North Parks & Resorts for each location to be used on all tags and product packaging. All tags and product packaging must be approved by the Merchandise Department to ensure logo compliance. It is essential that all suppliers follow these brand guidelines to maintain consistency across every store location. Collaboration between suppliers and the Merchandise Department guarantees that all visual elements, from tags to packaging, align with the company's identity and standards.

Supplier Fixtures must be approved by Director of Merchandise, VP of Retail and Visual Merchandise Department. Supplier Fixtures must be a benefit to generating revenue and must match the store's aesthetics. Delaware North Parks & Resort will not pay for any vendor fixtures.

In-Store Signage provided by Supplier must be approved by Director of Merchandise, VP of Retail and Visual Merchandise Department. Delaware North Parks & Resort may request high resolution logos or marketing assets to support in-store product feature statements. Any proposed in-store signage must adhere strictly to these branding guidelines and be reviewed prior to installation. The Visual Merchandise Department reserves the right to remove or request alterations to signage that do not reflect the approved standards or store image.

Sustainability and retail

Dear Vendor/Supplier,

One of the hallmarks of Delaware North is the focus we put on environmental stewardship and corporate social responsibility. GreenPath®, our sustainability program, is an integral component of our business strategy to reduce environmental impact, improve operational efficiency and contribute positively to the communities where we operate.

We recognize that responsible management of the supply chain directly affects sustainability with far-reaching benefits to the environment, society, and economy. Delaware North values relationships and understands the power of partnerships to align and leverage resources.

As a vendor/supplier, we request that you join our efforts to source sustainable products that address materials sourcing, design for end of life, manufacturing, packaging and transportation to promote a circular economy. Please consider the following steps towards reducing your impact.

- **Materials Sourcing:** practice source reduction, promote the use of recycled content, renewable, organic, non-toxic products and select raw materials from sustainable sources
- **Design for End of Life:** integrate durability, reusability, recyclability or compost-ability to extend the life of products and materials to minimize waste
- **Packaging:** prefer 'Ideal' and 'Preferable' options; see table below for details
- **Manufacturing:** processes that maximize productivity, reduce waste and minimize environmental impacts
- **Transportation:** optimize logistics, utilize alternative delivery technologies such as electric vehicles and improve travel efficiency to reduce carbon footprint

PREFERRED PACKAGING OPTIONS

IDEAL	PREFERABLE	ACCEPTABLE	PROHIBITED
Reusable (totes, pallets) Take-back program Post-consumer content Bulk wrapped items	Paper Cardboard Compostable material Aluminum/tin/steel	Clear soft plastics Hard plastics #1-2 Reuse packing peanuts Limit glass	Dark color soft plastics Hard plastics # 3-7 Styrofoam, polystyrene Individually wrapped items

We are excited about the opportunity to work together for a sustainable future. Please advise us of alternative products, practices and programs to advance sustainability for the greater good. Thank you in advance for your engagement and support. Contact us with more information or questions regarding our sustainable retail program.

Sincerely,

Debbie Friedel

Director of Sustainability, Delaware North
dfriedel@delawarenorth.com

Cendy Sangermano

Director of Merchandise, Delaware North Parks & Resorts
csanger@delawarenorth.com



ZERO WASTE PACKAGING

Net Zero is conserving water, reducing energy use, and eliminating solid waste to improve the environment, save money, and help communities become more sustainable and resilient. For example, Delaware North vendors can contribute to net zero practices by eliminating unnecessary packaging, delivering in reusable totes, reducing the use of petroleum vehicles, and implementing water and energy conservation programs.

Product packaging should:

- Be supplied at the minimum amount needed to protect the product.
- Be sustainable and able to be reused or recycled (cardboard, paper, soft plastics, bubble wrap, etc.)
- Not to be made of Styrofoam, especially large bulky Styrofoam. **No Styrofoam peanuts.**
- Only clear soft plastic is to be used for pallet wrapping. **No black plastic.**

Suppliers are responsible for following all state environmental and packaging requirements. Non-compliance will lead to chargebacks.

Non-compliance chargebacks

To maintain operational efficiency and ensure consistency across all locations, Delaware North enforces strict compliance with its Supplier Standards. Failure to adhere to these standards may result in chargebacks and additional labor fees. Chargebacks will be in the form of a credit request and negatively impacting the supplier scorecard.

Chargeback Overview

- A minimum chargeback of \$100 per order will be issued for non-compliance.
- Additional labor required to correct errors will be billed at \$25 per man hour.
- Any issue that increases normal order processing time will result in a chargeback.

COMMON CHARGEBACK TRIGGERS

Item Issues

- Incorrect or missing pre-ticketing (e.g., unreadable barcodes, wrong UPC, price, or internal ID)
- Unauthorized substitutions

Packing Slip Errors

- Missing, incorrect, or incomplete packing slips
- Missing total number of boxes and pieces
- Incorrect or missing PO number
- Multiple POs listed on a single packing slip or invoice
- Missing information to identify product from purchase order, or incorrect information

Box Labeling Issues

- Incorrect or missing box labels
- Missing or incorrect PO number or supplier style number
- Incorrect or missing quantity per box or inner pack
- Loose product mixed with other product
- Missing box count (e.g., "Box 1 of 15")

Pre-Ticketing Non-Compliance

- If a supplier fails to pre-ticket as required: **\$100 base charge | \$0.25 per unit | \$25 per man hour**

Miscellaneous

- Any additional work beyond standard processing (e.g., full audits, reprocessing due to supplier error) will be charged at: **\$100 base charge | \$25 per man hour**

Credits for defective and damaged product

Defective or damaged product will result in a credit from the supplier, if the supplier would like the defective or damaged product returned, the supplier will issue a call tag at their expense.

Supplier scoring

On-Time In-Full (OTIF) Delivery

- Measures timely and complete fulfillment of Purchase Orders
- Target: 95%+ OTIF compliance

Quality & Compliance

- Product quality standards met (e.g., food safety, regulatory compliance)
- Audit results and defect rates

Financial Performance

- Cost competitiveness: pricing vs. market benchmarks

Sales & Demand Fulfillment

- Responsiveness to demand fluctuations

Sustainability & Ethical Sourcing

- Packaging compliance (recyclable, reduced waste)
- Supplier diversity and environmental impact metrics

Innovation & Value Add

- New product introductions
- Process improvements or technology adoption

Digital & Content Readiness

- For e-commerce or digital menus: content accuracy, imagery quality, and discoverability

Disclosure of information

The supplier shall keep confidential all designs, processes, drawings, specifications, reports, data and other technical or proprietary information and the features of all materials (collectively, the “Materials”) furnished or disclosed to the supplier by Delaware North Parks & Resorts in connection with this order. Unless otherwise provided herein or authorized by Delaware North Parks & Resorts in writing, the supplier shall use such information and items, and the features hereof, only in the performance of this order. Upon completion or termination of this order, the supplier shall return all written “Materials” and other items furnished by Delaware North Parks & Resorts to the supplier under this order or make such other disposition thereof as may be directed or approved by Delaware North Parks & Resorts. Neither party may use the other party’s name in advertisements nor otherwise disclose the existence or content of this order without the other party’s prior written consent.

All Delaware North Parks & Resorts exclusively designed artwork will become property of Delaware North upon issuance of a purchase order.

Supplier Name: _____

SUPPLIER ACKNOWLEDGEMENT & COMMITMENT

I confirm that I have thoroughly reviewed the “Delaware North Parks & Resorts Supplier Standards.” I acknowledge and understand all requirements outlined in the document, and I commit to ensuring full compliance within my organization.

This information has been communicated to all relevant departments, and we will adhere to these standards in all our business activities with Delaware North Parks & Resorts.

Supplier Name: _____ **Signature:** _____

Title: _____ **Date:** _____

Approved Exceptions	Supplier Sign-Off	Merchandise Sign-Off

Please complete this form and return it to the merchandise team

Service supplier sign-off

To: All Service Suppliers.

Subject: Service Suppliers; Delivery and Stocking Guidelines

Dear Service Suppliers,

Service suppliers/vendors are entities responsible for replenishing inventory in a Delaware North Parks & Resorts store operation.

Please be advised of the following guidelines for service:

1. Supplier communicates scheduled delivery times and must get approval by management prior to arrival. Deliveries should only be made during each locations warehouse receiving hours or store operating hours unless prior approval has been given by management.
2. Supplier must wear a uniform or name tag and sign the sign-in sheet and check in with store manager or supervisor upon arrival and departure time.
3. Suppliers must leave the physical invoice with the management, ensuring it includes a Purchase Order (PO) number. Additionally, an invoice must be emailed to dnainvoicesubmission@delawarenorth.com.
4. Any product delivered by service supplier must be checked in with one of our receiving team members or a supervisor.
5. Suppliers are not allowed to move products from their current placement within the store or transfer them between stores.
6. Supplier/Vendor fixtures must be approved by the visual merchandise team before installation or modification. To get approvals for new fixtures, submit new fixture specs via email with management.
7. All merchandise placed on fixtures must be:
 - Individually priced, or
 - Properly signed with clear and accurate pricing.
 - New items are approved prior to arrival – all items are in the [item form](#) by supplier.
 - New items that are approved scan at POS and SCO.
 - Retail prices must align with the most recent PO.

Supplier Name: _____

SUPPLIER ACKNOWLEDGEMENT & COMMITMENT

I confirm that I have thoroughly reviewed the above Delaware North Parks & Resorts Supplier Standards and service supplier sign-off. I acknowledge and understand all requirements outlined in the document, and I commit to ensuring full compliance within my organization. This information has been communicated to all relevant departments, and we will adhere to these standards in all our business activities with Delaware North Parks & Resorts.

Supplier Name: _____ **Signature:** _____

Title: _____ **Date:** _____

Please complete this form and return it to the merchandise team

Contact information

CAMP HALE/NOVA GUIDES

Warehouse/Retail Contact

Seth Mayer, General Manager

SMayer@delawarenorth.com

(559) 381-2357

Merchandise Manager

Kailey Dougherty

KDougherty@delawarenorth.com

(716) 858-5381

Visual Merchandising Manager

Casey Nichols

MNichols1@delawarenorth.com

GENEVA STATE PARK

Warehouse/Retail Contact

Deborah Barmess, Retail Supervisor

DBarmess@delawarenorth.com

(440) 466-7100 ext. 3005

Merchandise Manager

Alex Schwartz

ASchwartz1@delawarenorth.com

(716) 858-5693

Visual Merchandising Manager

William Tripp

WTripp@delawarenorth.com

GIDEON PUTNAM RESORT & SPA

Warehouse/Retail Contact

Adam Yetter, Front Desk Manager

AYetter@delawarenorth.com

(540) 843-2100

Merchandise Manager

Alex Schwartz

ASchwartz1@delawarenorth.com

(716) 858-5693

Visual Merchandising Manager

William Tripp

WTripp@delawarenorth.com

GRAND CANYON NATIONAL PARK

Warehouse/Retail Contact

Mateo Likens, Inventory Control Manager

MLikens@delawarenorth.com

(928) 655-0195

Merchandise Manager

Erica Schueller

ESchueller@delawarenorth.com

(320) 425-9416

Visual Merchandising Manager

Casey Nichols

MNichols1@delawarenorth.com

KALALOCH LODGE

Warehouse/Retail Contact

Nicki Bohorfoush, Retail Supervisor

NBohorfo@delawarenorth.com

(306) 300-7315

Merchandise Manager

Kailey Dougherty

KDougherty@delawarenorth.com

(716) 858-5381

Visual Merchandising Manager

Casey Nichols

MNichols1@delawarenorth.com

KENNEDY SPACE CENTER

Warehouse/Retail Contact

Charles Lamattina, Retail/Warehouse Manager

CLamatti@delawarenorth.com

(321) 449-4252

Merchandise Manager

Paige Scofield

PScofield@delawarenorth.com

(321) 720-6394

Visual Merchandising Manager

William Tripp

WTripp@delawarenorth.com

Lacey Calvo

LCalvo@delawarenorth.com

KINGS CANYON NATIONAL PARK

Warehouse/Retail Contact

Jennifer Weber, Kings Canyon Retail Manager

JWeber3@delawarenorth.com

(559) 528-5214

Merchandise Manager

Erica Schueller

ESchueller@delawarenorth.com

(320) 425-9416

Visual Merchandising Manager

Casey Nichols

MNichols1@delawarenorth.com

Contact information

NIAGARA FALLS STATE PARK

Warehouse/Retail Contact

Nina Colangelo, Retail Manager

NBarber@delawarenorth.com

(716) 531-1015

Danielle Novak, Assistant Retail Manager

DNovak1@delawarenorth.com

(716) 531-1015

Merchandise Manager

Alex Schwartz

ASchwartz1@delawarenorth.com

(716) 858-5693

Visual Merchandising Manager

William Tripp

WTripp@delawarenorth.com

SEQUOIA NATIONAL PARK

Warehouse/Retail Contact

Renee Brown, Sequoia Retail Manager

RBrown6@delawarenorth.com

(716) 346-5005

Merchandise Manager

Erica Schueller

ESchueller@delawarenorth.com

(320) 425-9416

Visual Merchandising Manager

Casey Nichols

MNichols1@delawarenorth.com

SHENANDOAH NATIONAL PARK

Warehouse/Retail Contact

Melissa Painter, Warehouse Manager

MPainter@delawarenorth.com

(540) 331-8348

Paul Gregerson, Retail Manager

PGregerson@delawarenorth.com

(540) 331-8348

Merchandise Manager

Alex Schwartz

ASchwartz1@delawarenorth.com

(716) 858-5693

Visual Merchandising Manager

William Tripp

WTripp@delawarenorth.com

TENAYA AT YOSEMITE

Warehouse/Retail Contact

Stacy Duncan, Spa & Retail Manager

SDuncan@delawarenorth.com

(559) 760-8029

Ursula Yates, Retail Supervisor

UYates@delawarenorth.com

(559) 760-8029

Merchandise Manager

Kailey Dougherty

KDougherty@delawarenorth.com

(716) 858-5381

Visual Merchandising Manager

Casey Nichols

MNichols1@delawarenorth.com

THE SQUIRE AT GRAND CANYON

Warehouse/Retail Contact

Veronica Cockrum, Retail Supervisor

VCockrum@delawarenorth.com

(928) 370-9107

Merchandise Manager

Erica Schueller

ESchueller@delawarenorth.com

(320) 425-9416

Visual Merchandising Manager

Casey Nichols

MNichols1@delawarenorth.com

TRENDZ AT THE PARK

Warehouse/Retail Contact

Vanessa Bertoldi, Retail Manager

VBertoldi@delawarenorth.com

(970) 577-0831

Sandra DeCino, Warehouse Supervisor

SDecino@delawarenorth.com

(970) 577-0831

Merchandise Manager

Kailey Dougherty

KDougherty@delawarenorth.com

(716) 858-5381

Visual Merchandising Manager

Casey Nichols

MNichols1@delawarenorth.com

Contact information

WESTIN BUFFALO

Warehouse/Retail Contact

Zachary Rambuss, Assistant General Manager

ZRambuss@westinbuffalo.com

(716) 854-9000

Merchandise Manager

Alex Schwartz

ASchwartz1@delawarenorth.com

(716) 858-5693

Visual Merchandising Manager

William Tripp

WTripp@delawarenorth.com

YELLOWSTONE GENERAL STORES

Warehouse/Retail Contact

Jay Stark, Warehouse Manager

JStark1@delawarenorth.com

(406) 586-7593

John Greeve, Asst. Warehouse Manager

JGreve@delawarenorth.com

(406) 586-7593

Merchandise Manager

Karen Wiatrowski

KWiatrowski@delawarenorth.com

(406) 624-1456

Visual Merchandising Manager

Casey Nichols

MNichols1@delawarenorth.com

MERCHANDISE TEAM SUPPORT

Category Item Management Coordinator

Samantha Volland

SVolland1@delawarenorth.com

Merchandise Coordinator

JoEllen Trimmer

JTrimmer@delawarenorth.com

CATEGORY BUYERS

Value, Books & Toys

Amy Weltmer

AWeltmer@delawarenorth.com

Outdoors & Native American

Ted Hansen

THansen@delawarenorth.com

RETAIL LEADERSHIP

Director of Merchandise

Cendy Sangermano

CSanger@delawarenorth.com

Director of Operations

Jerusha Rice

JRice@delawarenorth.com

VP of Retail

Donna Genesky

DGenesky@delawarenorth.com