



**2020-2021 Season  
Covid-19  
Operational Guidelines**

**\*\*These guidelines will supplement existing ski area procedures to address the challenges of the Covid-19 Pandemic.\*\***

## **Introduction**

The Connecticut Ski Areas Association, comprised of Connecticut's four Alpine Ski Resorts, is working together to ensure that skiing and riding is available to families and outdoor enthusiasts throughout the 2020-2021 winter season. The guiding principal in crafting this document is to create a set of guidelines and procedures that will enable us to offer the most Covid-responsible access to outdoor winter recreation for the entire winter season. While some procedures may seem repetitive, severe, or extreme, they are intended to provide us with a roadmap that allows for continuous resort operations for the long haul while also being Covid-responsible. Once we open for the season, we want to stay open. This will require the attention and cooperation of our employees and guests collectively.

The responsibility for our success will be shared between us and our guests. As a rule, we are not destination resorts. This means that most of our guests reside within 60 miles of our respective Resorts. Success in attaining the goal of Covid-responsible, sustained resort operations will only be possible if everyone (Resort Management, Resort Employees, and Guests) commits to the shared responsibility of the guidelines outlined herein. In large part, this will mean adhering to social distancing, consistently wearing face masks, and following increased cleaning protocols.

The Connecticut Ski Areas Association is following the lead of the National Ski Areas Association (NSAA). Its "Ski Well, Be Well – Ski Area Operations Best Practices" program provides support for opening this season and offers a guide to how we will operate.<sup>1</sup> Both the NSAA document and this document were created through exhaustive research and discussion looking at current science, guidelines, and best practices from Federal, State, and local agencies, industry organizations, and organizations that are operating responsibly and successfully around the world.

For the safety of our employees and guests, we will be requiring face coverings, promoting physical distancing, and enforcing health screenings when physical distancing may not be possible, such as in ski and ride school.

The risk of contracting Covid-19 has become a risk inherent in everyday life. When people choose to leave their homes, they necessarily accept some level of exposure risk. The following is a general overview of the measures we will be taking this season to protect against the spread of Covid-19:

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<sup>1</sup> The NSAA "Ski Well, Be Well – Ski Area Operations Best Practices" is attached hereto and incorporated herein by reference.

## **Personal Responsibility – Guests & Staff**

It is the shared responsibility of both employees and guests to refrain from coming to our ski areas under any of the following circumstances:

1. If they feel symptoms that may be suggestive of Covid-19;
2. If they have been tested for Covid-19 and are awaiting results;
3. If they have tested positive for Covid-19 at anytime within the prior 14-day period;
4. If they have been exposed to, or believe they may have been exposed to, someone else who has tested positive for Covid-19 within the prior 14-day period;
5. If they are at higher risk for contracting Covid-19 due to a pre-existing health condition;
6. If they simply do not want to take the risk of potentially being exposed to Covid-19 by being in the public domain.

To this end, our Covid Responsibility Code will be posted at our ski areas to remind employees and guests that protecting against the spread is a shared responsibility. We have attached the Code to this document for reference.

## **Face Coverings**

We will be requiring employees and guests to wear face coverings in every part of our operations, which includes loading and using chairlifts and surface lifts; when inside all buildings; during all ski and snowboard lessons, and throughout our ski area properties. **No one will be permitted on the mountain without a face covering.** Being safe and successful this season will require everyone's cooperation, and we believe face coverings are essential to make that possible.

## **Physical Distancing on Snow**

We will be promoting physical distancing throughout our operations, including on our chairlifts and surface lifts, to help provide a Covid-responsible experience. In order to make this a reality and also make it an enjoyable experience, we must manage the number of people at our ski areas. Accordingly, our daily guest capacity will be reduced.

**As such, this season our ski areas will be implementing reservation systems, which will vary to some degree by resort.** With so many uncertainties, we believe it is prudent to have this system in place.

- Lift tickets will be available for a specific day, and pre-purchasing tickets online is strongly encouraged – our ticket windows will utilize contactless payment systems wherever possible.
- At this time, Season Pass holders will not be required to make a reservation before arriving at the mountain.

We believe this approach will help support a Covid-responsible experience for everyone.

We recognize that most days of the season it will not be necessary to manage the number of people at our ski areas. However, our goal is to be prepared for as many contingencies as possible to strive to give our guests peace of mind knowing they will have the space they need to physically distance and enjoy their time on the slopes.

### **Physical Distancing on Chairlifts and Surface Lifts**

**To maintain physical distancing on our chairlifts and surface lifts, we will only be seating related parties (guests skiing or riding together), or two singles on opposite sides of a three-person lift. We will also accommodate for any guest who prefers to use a lift alone.**

Using a chairlift is an outdoor experience, while moving and taking a relatively short amount of time, and many of our skiers have inquired as to why we need distancing at all, given the requirement for guests to wear face coverings. While all of this may be true, in the current environment, we do not believe it is appropriate to seat guests from different parties directly next to each other, given the dynamics during loading and unloading, during chair stoppages, and due to the proximity between guests as they use the lifts, speak to each other, speak on the phone, eat, and adjust their clothing. We believe a conservative approach is the best way to be responsible in this operating environment.

### **Physical Distancing in Lodges**

We are committed to opening our lodges at a reduced capacity and for limited purposes this season. To allow for physical distancing, we will be managing the number of people in our restaurants/dining areas in accordance with current public health requirements and will monitor guests coming in and out of restaurants/dining areas at the entrances. Lodge and building capacities will be limited to comply with current State and local regulations and executive orders.

Food options will be modified. We will be spacing tables in seating areas as well to allow for physical distancing while eating. We will also be maintaining as much outdoor seating as we can. Given these limitations, we recommend that guests adjust their schedules and try to eat earlier or later to avoid the peak lunch rush.

Unattended bags will be removed from tables.

Finally, all transactions in our restaurants/dining areas, and elsewhere at our ski areas, will be contactless wherever possible.

### **Restrooms**

Restrooms will be open and operational with an increased cleaning and disinfecting schedule to be supervised by ski area staff. All guests must wear a mask or face covering while in the base area and inside any building, including restrooms.

### **Physical Distancing in Ski & Snowboard Rental Locations**

We are striving to provide a Covid-responsible experience throughout each part of our ski area, and that includes our ski and snowboard rental shops – which we plan to have open this winter. We will be managing the number of people inside of the shops, in accordance with local regulations, and setting them up to allow for physical distancing and appropriate guest flow. **Guests and employees will be required to wear face coverings, and for the portions of the process that require close interactions with our technicians, our employees will take additional precautions, including wearing eye protection and gloves.** Equipment will be fully sanitized between each guest use.

### **Health Screenings within Ski and Ride School**

All of our employees will be required to undergo health screenings before they arrive at work, given their interaction with guests and other employees at our resorts.

We will be limiting the class size of all of group and multi-week programming.

Pre-purchasing lessons is strongly encouraged. However, contactless payment systems will be utilized on site wherever possible.

### **Resort Staff**

All resort staff members will be screened daily upon arrival to work. Staff screening data will be stored for use by local health officials for contact tracing purposes only. Staff will be required to wear resort approved face coverings at all times. Cohort scheduling will be used where practical and applicable.

Designated staff areas will be designed to enforce social distancing and discourage mingling. We have established contact with our local health administrators to establish a procedure for Covid-19 reporting. We will report any Covid-19 cases immediately to our local health administrators and will follow their guidance.

All Ski Area employees will receive training with respect to the correct way to clean, disinfect and sanitize both porous and non-porous materials.

## **Ski Patrol**

Ski Patrol will operate this season, following guidance provided by the National Ski Patrol, as well as the State of Connecticut Department of Health.

## **Tubing**

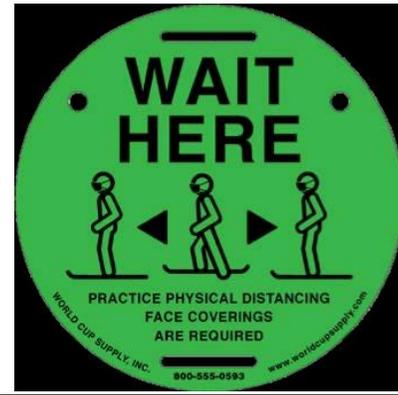
For ski areas that operate tubing, tubing capacity will be reduced to accommodate social distancing. Face coverings will be required for all tubers. Beanies, balaclavas, or skull cap hats will be recommended for all guests using helmets. Tubing helmets will be disinfected between each session. The surface lift lines will be managed to keep 6 feet of separation between individuals. Guests will be spaced at least 6 feet apart on the surface lifts.

## **Signage**

The NSAA has developed Covid-19 related signage specifically for use at ski areas across North America. In addition, the State of Connecticut and CDC have developed Covid-19 specific signage. The Connecticut ski areas will utilize this signage. Some examples of currently available NSAA, signage are as follows (Please see fn 2 for examples of State of Connecticut and CDC signage)<sup>2</sup>:



<sup>2</sup> <https://www.cdc.gov/coronavirus/2019-ncov/communication/print-resources.html?Sort=Date%3A%3Adesc;>  
[https://portal.ct.gov/DECD/Content/Coronavirus-Business-Recovery/COVID-19-Signage-for-Download.](https://portal.ct.gov/DECD/Content/Coronavirus-Business-Recovery/COVID-19-Signage-for-Download)



### Next Steps

We continue to work closely with state and local authorities to review the details of our winter plans and to ensure we remain aligned in our collective approach to the season.

While we have designed our winter operating plans to comply with, and at times exceed, all applicable laws, regulations, and executive orders, our operations will remain subject to same. Please understand that these directives may change at any time, either ahead of or during the ski season, and that any such changes will be beyond our control. We will endeavor to communicate any changes – and how they might impact our operations – as soon as we are made aware of them.

Think snow!

