

## Ski Area Guest Information 2020-21 Season

**Please note that all lift tickets and rentals must be purchased in advance this season (through QR code or link on our website). Onsite ticket sales will be NOT be available. As well, COVID screening must be done before you arrive on-site (via QR code on our website).**

**Physical distancing** – Guests are asked to maintain spacing of 2 meters or 6 feet between themselves and others not in their group. This will be required indoors, in lift lines, and line-ups in service areas. Physical distancing must be maintained at all times while on-property.

**Indoor access** – Indoor access will be restricted, with physical distancing measures in place. Please follow appropriate signage. Capacity is limited for all indoor areas.

**Use your vehicle as your base of operation** – Get ready and dressed at your vehicle. All personal items should be stored in your vehicle, as no bags will be permitted indoors.

**Day lockers** – Will not be available this season. Please store your items in your vehicle.

**Lift access** – Guests will need to load the chairlifts with those they arrived with. Guests will not be required to ride a chairlift with people not in their group. Face coverings will be required in lift lines and on chair lifts.

**Daily wellness checks** –We ask that all guests complete a Self-Assessment before coming to Hockley Valley Resort. Please do not come to the resort if you or anyone in your household is ill or feeling unwell.

**Shuttle** – Shuttle service is available on weekends and holidays, beginning over the holiday break from 9am to 5pm. The shuttle runs from the ski parking lot to the base of the ski area. Face coverings are required for all riders.

**Chairlifts** – Guests will ride chairlifts with their household-members only. Single riders will be seated on the chairlift on their own.

### Snow School

**Multi-week programs** – The number of participants in our Snow School programs have been reduced to allow for proper distancing in meeting areas and to provide small class sizes.

**Private Lessons** – Guests will be required to book their lessons in advance. If rental equipment is required, guests must arrive 60 minutes before their lesson time to be fitted with equipment. Semi-private and group lessons are available for individuals in the same group. Lessons can be booked by calling 519-942-0951.

**Lesson Desk Check-In** – Guests arriving for their pre-booked lesson should check-in 30 minutes before their scheduled lesson time at the Snow School Lesson Desk located in the Ski Café.

Guests requiring rentals should check-in 60 minutes prior to lesson time at the Lesson Desk. Lift tickets and rentals must be pre-purchased online at hockley.com.

**Ski Retail Shop** – Retail items, including helmets, goggles, gloves, mitts, hand warmers, neck warmers and face coverings, can be purchased at the Ski Retail Shop, located at the Lesson Desk in the Ski Café.

## Rentals

**Rental building access** – We ask that only guests requiring rental equipment to enter the rental building through the main door. Physical distancing measures are in place in the rental building with access being controlled from the main entrance. Lift tickets and rentals must be pre-purchased online at hockley.com.

**Face Coverings** – Will be required when in line for the rental building and during the rental fitting process. Staff will be masked and will be taking additional safety precautions during the process.

**Come Ready to Go** – We ask all guests to arrive dressed and ready to go after completing the rental process. There will be no storage available for bags in the rental shop, and there will be no dressing area available in the rental shop. Guests will be required to give their weight and height for setting purposes; please ensure you have this information prior to your visit. Guest footwear will be stored in the rental shop for the duration of the rental.

**Rental Equipment** – All rental equipment will be sanitized between each guest.

**Equipment Tuning** – Ski and snowboard tune-ups (sharpen, wax, repair) are available.

**Equipment Adjustments** – Adjustments to guests' personal equipment will not be available this season.

## Face Coverings

We strongly encourage the use of face coverings for the duration of your visit and in all areas of the resort.

Face coverings are required:

- In all buildings, unless seated, eating or drinking in designated areas.
- In lift lines, including: waiting for, loading and unloading all lifts.
- If you choose to ride a chairlift with someone not in your group, a face covering is required for the duration of the lift ride. (Guests will not be required to ride the lift with someone not in their group.)
- In high traffic areas where physical distancing is difficult. High traffic areas include, but are not limited to, the parking lot shuttle, outdoor ticket kiosk, washrooms, building entries, and lesson meeting areas.
- In Snow School lessons and programs.

- To order and pick up food.

## **Food & Beverage**

**Food Service** – Outdoor food service will be available from the Food Trailer located at the base of the ski area and from the SlopeSide Grill located on the patio adjacent to the ski hill. Outdoor seating areas will be available. Physical distancing must be followed.

**Think of your vehicle as your base of operation** – Get ready and dressed at your vehicle. All personal items should be stored in your vehicle, no bags (including lunches) will be allowed in the chalets.

**Bagged Lunches** – Bagged lunches are not permitted in any of our indoor areas this season. Outdoor eating areas are available. No lunch bag storage is available.

**Cleaning** – Guests will see more sanitation stations indoors as well as increased facility and building cleaning.

## **Washrooms**

**Washrooms** – All washroom facilities will be accessible by outdoor trailers, outfitted with individual stalls to ensure physical distancing between guests. These washrooms will be located in 2 areas – outside the Ski Café and Ski parking lot. Face coverings are required while in line-ups. Accessible washrooms are located indoors.