



CALABOGIE PEAKS RESORT

Operations Update

We, like many other resorts are gearing up for this winter season and we wanted to update you all on what our operational changes will include for the 2020-2021 season. We are taking action to ensure the safety of our guests, staff and community is paramount, so we can all enjoy the winter season as we know it. Please take note below of some changes that will be implemented this year, with support from the Renfrew County District Health Unit (RCDHU).

RFID Ticketing

We are working very hard to implement a new RFID ticketing system this winter. This will include both Season Passes and daily lift tickets, allowing for a smoother transition from arrival at the resort to getting on the slopes. Once obtained, an RFID lift ticket may be reloaded online – minimizing the interactions between staff and guests and reducing lines at the ticketing window. We hope to have this system in play by December 1st. We will continue to request cashless transactions across the resort, with tickets available for purchase from the Adventure Centre's outdoor wickets.

Ticketing Limitations

We understand many large resorts have decided to limit their daily lift ticket sales and give Season Pass holders priority access to the slopes each day. This decision is beneficial for mountains that often have hoards of tourist buses travelling to their destination each day – something that we do not see at Calabogie Peaks. At this time, we do not intend to limit our ticket sales or Season Passes, however this can change dependent on what the Ontario government asks of us. All notices will be posted on our website and social media channels as they become available.

Lodge Restrictions

As with all indoor spaces, we will be following the Provincial mandate of reducing our capacity of indoor occupancy. Guests can expect a longer wait time to use the indoor facilities such as washrooms and our food & beverage outlets. Indoor seating will be available only to those who have purchased food from the lodge, and we ask that table use is limited to 30 minutes or less. Personal belongings and bags of any kind (lunch bags, coolers, boot bags) will not be permitted indoors. We ask that guests dawn their ski boots in their vehicles and arrive at the base mountain dressed and ready to ski. While we know it is not ideal, these changes are needed to keep everyone safe.

Those who have purchase seasonal lockers will still have access to the locker room to store their gear. If you wish to purchase a locker for the season, please contact the Adventure Centre:
programs@calabogie.com

Additional Seating

In effort to provide more space for guests to come inside and warm up, we will be opening an additional 8,000sqft of indoor space at our base mountain. Known to staff as the “Pumphouse” this two-story building houses our snowmaking operations and now – more guests! The second level of this building provides one of the best views of the hill, located at the bottom of Lakeview chair. We will also provide additional outdoor seating spaces around base mountain, with picnic tables and firepits.

Face Coverings

Face masks and coverings will be mandatory in virtually every aspect of the resort. Masks are required in all indoor spaces except for while eating or drinking, as well as in outdoor lines (ticketing, lift queues) and while riding chairlifts. Please continue to be respectful of others and maintain 6 feet from those not in your social bubble.

Arrive Together, Ride Together

We ask that those who arrive together by car, stay together during their ski day. Try to limit your interactions with others in close quarters and remain with your bubble while riding the chairlifts. Treat your car like your personal base lodge – turn on the heater, crank up some music & enjoy your picnic lunch with friends and family in the safety and comfort of your vehicle.

Snow School

At this time we have decided to delay the registration of our snow school programming until we have a better understanding of how our operations will run this winter. The health and safety of our guests and staff is our highest priority and we are keeping a close eye on the Ontario school boards and their protocols and plans to keep the little ones safe. Rest assured we have full intentions of running our 8- & 10-week programs, in addition to private, semi-private and discover lessons. Once registration is open and available, an announcement will be made through our electronic newsletters. To sign up, simply scroll to the bottom of www.calabogie.com and enter your email address there.

Increased Sanitization

As with all businesses, you will see an increase in the number of sanitization stations around the property. All guests are asked to sanitize prior to entering any indoor facility at the resort. We have increased our frequency of sanitizing high touch areas such as countertops and tables, door handles and bathroom facilities.

Our goal is to offer a great ski experience to everyone, while remaining as safe as possible. We recommend reading the *Ski Well, Be Well* document from the Canadian Ski Council (posted on our website), prior to visiting the resort. Through respect, kindness, and patience we can all work together to get outside and enjoy doing what we love – exploring the slopes through healthy outdoor exercise.

Stay Safe & Ski Hard,

Jim Hemlin
Chief Operating Officer