



**CALABOGIE
PEAKS RESORT**

www.calabogie.com

COVID Operations Update – October 2021

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 2021-2022 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 policies that will continue into this winter, with support from the Renfrew County District Health Unit (RCDHU).

RFID Ticketing

With the implementation of our RFID ticketing system last year for Season Passes and Lift Tickets, we still strongly encourage our guests to book their day online. With the ability to book your ticket online and reload it directly from your phone, we can significantly decrease the exposure risks to guests and staff at the ticketing window. The Adventure Centre's outdoor ticketing windows will continue to remain open with cashless transactions preferred.

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 busses 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 depending 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 continue to limit the indoor capacity as required by the Ontario government's mandates. Indoor bathroom facilities will remain open and available, but please expect longer wait times to access the indoors. Algonquin Hall will continue to be open with 'Seated Service', for patrons of the Mountain Cat Cafe. Our indoor food & beverage operations will remain in line with the Ontario Government's vaccination requirements as necessary.

We encourage guests to continue to use their vehicles as their personal base lodge to get dressed and store their equipment, bags, and personal belongings. Calabogie Peaks does not assume responsibility for the theft or loss of personal items left in this area.

Additional Seating

Known to staff as the 'Pumphouse', this 8,000 sq ft building houses our snowmaking operations, located at base mountain right next to the main ski lodge. This space will remain open to the public as an additional warming area, and additional outdoor seating will continue to be available with picnic tables and fire pits.

Face Coverings

Face masks and coverings will be mandatory in virtually every aspect of the resort, as per Ontario guidelines. Masks are required in all indoor spaces except for while eating or drinking, as well as in outdoor areas where 2m distance cannot be maintained. Please continue to be respectful of others and maintain social distancing.

Arrive Together, Ride Together

We continue to ask that those who arrive together by car, stay together during their ski day. Treat your car like your personal base lodge - turn on the heater, crank up some music and enjoy your picnic lunch with friends and family in the safety and comfort of your vehicle.

Snow School

We have released our recurring programs on a smaller scale - dialing back our programs to 5-week options, with more time on snow each day. To remain in line with local restrictions, our weekly programs will be open to skiers age 7+, available for booking online. Private and discover lessons will remain available for all ages (both skiers and snowboarders) and become bookable from the Adventure Centre once we are open for the season.

Increased Sanitization

We continue to host sanitization stations around the resort grounds and ask that all guests sanitize prior to entering any indoor facility. We continue to operate under increased frequency of high touch areas such as countertops and tables, door handles and bathroom facilities.

Our goal as always, is to offer a phenomenal ski experience while remaining as safe as possible. We will not tolerate harassment or disrespect towards any staff member or guest. Through respect, kindness and patience, we can all work together to get outside and enjoy doing what we love the most - exploring the slopes through healthy outdoor exercise.

Safe Safe & Ski Hard,

Jim Hemlin
Chief Operating Officer
Calabogie Peaks Resort