



COVID-19 Operational Plan for the 2021-2022 Winter Season

Chicopee is committed to offering a safe and healthy winter season, even though things will look and feel different. We will continue to work closely with Public Health to ensure the well-being of our community, following COVID-19 regulations and implementing industry best practices.

There are many changes to the way we will be able to operate, and we will continue to adapt the plan as necessary to remain relevant and in compliance with provincial and regional recommendations. We are taking extra steps to promote health and safety.

The following document will outline our plan for this season. The document has been broken down by overall wellness and impacts in each department of resort operation. The term Guest will be used interchangeably with Members, Season Passholders, Card Holders, Lesson Participants, Day Ticket Holders, contractors, and visitors. We have provided a table of contents for ease of use. Should you have any questions when you are reviewing this document please contact us at guestservices@chicopee.ca

Our Team is comprised of over 500+ employees and volunteers that have been through extensive training. Our training included our COVID-19 protocols so that all employees are well versed in the importance of protecting themselves and others. All our employees, volunteers and guests will be practicing the same wellness measures to keep everyone safe.

In our commitment to provide a safe environment for our community we will require everyone 12 years of age and older to be fully vaccinated on-site this season.

These are challenging times, and we thank you in advance for your patience and understanding. We commit to keeping our website updated with changes, as our operational plan is subject to change without notice, in accordance with guidelines provided by the Government and Public Health. We will continue to prioritize your safety and with everyone's cooperation we believe we can provide the same unique fun-filled experiences you have come to know and love!

Looking forward to a safe and enjoyable season!

Bill Creighton

CEO, Chicopee

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Overall Wellness

Wellness includes the provincial and regional requirements to help protect our guests and minimize transmission. These parameters have been put into place to protect our employees and guests. These requirements will change from time to time, without notice, as directed by Public Health.

Face Masks

- Face masks are mandatory for all employees and guests. There are NO exceptions.
- A face mask (of any sort, including sport specific) is defined as the following:
 - Made of tightly woven cloth or fabric, with at least two layers.
 - Fits snugly, without gaps.
 - Covers your nose, mouth, and chin.
 - Does not impair your vision.
- When wearing a mask ensure the mask is secure and avoid touching your mask or your face.
- Apply and remove your mask with clean hands (washed using soap and water or sanitized with an alcohol-based sanitizer 70%).
- Face masks must always be worn, in all areas including but not limited to:
 - From the parking lot forward.
 - Waiting in lines to enter the building or making purchases at our outdoor windows.
 - When interacting with any of our Team.
 - Waiting at the base of the hill congregated in groups, or when physical distancing requirements may not be met.
 - Waiting in the lift line.
 - Loading a lift.
 - Riding a lift.
 - Unloading a lift.
 - In our Snow School meeting areas: Private Lessons, Discover Lessons, Racing and Group Lessons.
 - While engaged in our lesson programs with an Instructor.
 - In all Indoor spaces; including washrooms, stairways, hallways, Silvertip Lounge, Chicopee Hall, Guest Services, Rental Shop, Retail Store and Patrol Room.
 - Masks must be worn in our food and beverage areas (second floor) and may only be removed when engaged in the act of eating or drinking. Help keep our staff safe!
 - At the warming area.
- We also recommend you wear a face mask while skiing and snowboarding.
- Face masks are not a substitute for physical distancing.

Physical Distancing

- All employees and guests will be expected to maintain a physical distance of 2 metres (6 feet).
- Physical distancing will be expected in all areas of the resort. Physical distancing markers will be installed.
- Navigational signs will direct one-way and two-way traffic throughout the resort.
- Where possible there is a single point of entry and separate point of exit assigned in all resort areas.
- Guests who are uncomfortable with crowds are encouraged to visit the resort on weekdays before 3pm.
- Avoid unnecessary contact with employees or guests and minimize interactions between employees and guests.
- Guests will be reminded when needed to maintain physical distancing.

Hand Hygiene

- All guests will be asked to practice proper handwashing, using soap and water. Hand sanitizer use is encouraged when hand washing is not available, using a 70%+ alcohol-based sanitizer.
- Guests will be asked to use the hand sanitizing stations upon entry to all areas of the chalet.
- Guests are encouraged to also carry their own hand sanitizer for personal use.
- Hand washing should be completed, but not limited to:
 - Entering or leaving a public space, food and beverage, washrooms, or any other structure at the resort
 - After contact with others
 - After contact with surfaces others have touched.
 - Before and after meals or breaks
- Guests are asked to exercise proper cough and sneeze etiquette to avoid droplet dispersion in accordance with Public Health recommendations.

Wellness Agreements

- Guests who purchase Lesson Programs, Camps, Private Lessons, Discover Lessons, Rental Equipment, Memberships, Season Passes, or Cards will sign a Wellness Agreement with their Liability Waiver for the season.
- This document will ask that you do not visit us if you are unwell, have been in contact with someone unwell, or have been asked to isolate or remain home by a medical professional or Public Health.
- If you are unsure, we ask that you follow the guidelines given using the provincial self-assessment tool <https://covid-19.ontario.ca/self-assessment/>
- We encourage everyone to register for the Government of Canada COVID Alert APP <https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19/covid-alert.html>

Code of Wellness for our Daily Operations

- Guests who purchase goods and services with us for daily use will be asked if they are in accordance with our Wellness Code.
- Our code will ask that a guest:
 - Wears a face mask while visiting
 - Maintains physical distancing
 - Practices good hand hygiene
 - Does not visit the property if they have any of the following symptoms:
 - Fever or chills
 - Difficulty breathing or shortness of breath
 - Cough
 - Sore throat, trouble swallowing
 - Runny nose / stuffy nose or nasal congestion
 - Decrease or loss of smell or taste
 - Nausea, vomiting, diarrhea, abdominal pain
 - Not feeling well, extreme tiredness, sore muscles
 - Have travelled outside of Canada in the past 14 days
 - Have had close contact with a confirmed or probable case of COVID-19
 - Have been asked to remain at home by Public Health

Contact Tracing

- Information will be required from guests who enter the chalet for Contact tracing.
- If you are visiting our Food & Beverage area you will need to provide a contact email and phone number for everyone in your party.
- We will record the table you sat at and the time you were with us.

Cleaning and Sanitization

- Cleaning protocols have been heightened and all surface and high touch areas will be sanitized on a frequent schedule.

Communication

- Chicopee will post clear and concise signage.
- Chicopee will update our website, social media, email, and voicemail with changes to our operational plan as they become available.

Framework Changes

Public Health will guide us through our requirements as the Region responds to the Ontario.ca COVID-19 Response Framework. We would like you to feel confident in knowing most of our regular guests come directly from our own Waterloo Region.

Vaccination Requirements

In our commitment to provide a safe environment for our community [employees, volunteers, members, passholders, lesson participants and guests] we will require everyone 12 years of age and older to be fully vaccinated on-site.

Chicopee will require each guest who visits property to provide, at the point of entry, proof of identification and proof of being fully vaccinated against COVID-19.

To qualify as fully vaccinated guests must:

- Have received the full series of an accepted COVID-19 vaccine, or a full series of a combination of accepted vaccines.
- Have received your last dose at least 14 days prior to you visit.
- Have no signs or symptoms of COVID-19.
- Present your vaccine receipt and ID at entry to the property.

Children under the age of 12 must have no signs or symptoms of COVID1-19 to enter.

Chicopee COVID-19 Assurance

Scenario 1: Full Season Closure

Should Chicopee be told between December 1, 2021 and Opening Day that we are not be able to operate for the season, or if it is not feasible due to a Public Health ruling, we will move your purchase to the 2022-2023 season (no refunds).

Scenario 2: 14-Day Season Pause

Should Chicopee not be able to operate because of a Public Health closure due to COVID-19, up to and including 14 days, all Memberships, Season Passes, Cards, Programs and Camps will continue after shutdown with no credit. We will essentially pause the operation during this time.

Scenario 3: 14-Day Season Interruption

Should Chicopee not be able to operate because of a Public Health closure due to COVID-19, for more than 14 days, all Memberships, Season Passes, Cards, Programs and Camps will be prorated for the number of days closed beyond 14 days, and a credit issued to the original payee in the form of a Chicopee credit. These transactions would be completed by March 31, 2022.

Sample Calculation: Public Health closure for 20 days = Day 1 to 14 is paused (no credit); Day 15 to 20 (6 days) will be credited in the form of a credit on your Chicopee account.

We will only allow a maximum of one Scenario 2, where we would pause the business without any option for credit. Should we encounter Scenario 3 multiple times there would be a cumulative credit offered.

There will be no refunds! Credit will be issued to your Chicopee account, and be valid until March 1, 2023.

Our opening day and closing day are dependant upon weather and snow load. We have published a projected opening date of Saturday December 18, 2021 and projected closing date of Sunday March 20, 2022. Calculations will be based on actual opening and closing dates.

Operating Hours 2021-2022

Chicopee reserves the right to close or reduce operating hours, facilities, lifts or runs without notice to the public; based on weather, available terrain, snow condition, mechanical reason, slowness in business, Public Health closure or if it is not feasible to operate.

Projected Opening Date: Saturday December 18, 2021

Closing Date: Sunday March 20, 2022

Lift Operation	Monday to Sunday	9:00am to 9:00pm
Guest Services & Rental Shop	Monday to Sunday	8:30am to 9:30pm
Silvertip Lounge	Monday to Thursday	5:00pm to 10:00pm
	Friday	11:00am to 10:00pm
	Saturday & Sunday	9:00am to 10:00pm
Chicopee Hall	Monday to Friday	10:00am to 9:30pm
	Saturday & Sunday	9:00am to 9:30pm

Holiday Hours

Christmas Eve	9:00am to 3:00pm
Christmas Day	CLOSED
Boxing Day	12:00pm to 9:00pm
New Years Day	12:00pm to 9:00pm

Indoor Space

- Guests will need to hand sanitize, wear a face mask, and maintain physical distance to enter.
- Capacity has been reduced to maintain physical distancing.
- All indoor seating has been removed except for in the restaurant and cafeteria.
- There will be no indoor space this year to dress.
- There will be small day use lockers for valuables available (see Locker, Storage & a Place to Change)

Chalet Entry: How to get inside to where you want to go?

- Entry is reserved for those purchasing or renting Chicopee goods and services, or those using the washroom.
- Guests will need to hand sanitize, wear a face mask, and maintain physical distance to enter.
- Foot traffic indoors will be directional, with physical markers to direct one-way and two-way traffic.
- Always be courteous to other guests and minimize cross traffic.
- You may only enter the chalet from the front doors at Lot 1 (396 Morrison Road), or the balcony to the second floor off Lot 2 (Sims Estate Drive entrance).
- **GUEST SERVICES** Enter through the main doors in Lot 1. The line to enter will be at the bottom of the main staircase and towards the tennis courts. Here you will purchase Rentals, Lessons, Pick-up Memberships & Lesson Tags, and have general inquiries responded to. Follow the red signage and physical distancing markers.
- **RENTAL SHOP** Enter through the main doors in Lot 1. The line to enter will form at the bottom of the main staircase and towards the tennis courts. Once you have purchased rentals in Guest Services you will then proceed to the Rental Shop. Follow the red signage and physical distancing markers.
- **RETAIL STORE** Enter through the main doors at Lot 1. The line will form down the ramp from the front door towards the hill. Here you will be able to purchase a helmet, goggles, mitts, gloves, socks, face masks, accessories and things like hand/foot warmers and Kleenex. Follow the black signage and physical distancing markers.
- **TECH SHOP** Enter through the main doors at Lot 1. The line will form down the ramp from the front door towards the hill. This is where you will drop off and pick up your skis or board for waxing and sharpening, or to get a minor adjustment to your equipment. Follow the black signage and physical distancing markers.
- **FOOD & BEVERAGE (RESTAURANT & CAFETERIA)** Enter the second floor via the balcony. You will need to get to the balcony using the staircase at the top of Lot 2 (Sims Estate Drive entrance). Follow the green and orange signage and physical distancing markers.
- **LOCKER & VENDING AREA** Enter via the deck using the main outdoor staircase hill facing, being courteous to other guests and minimizing cross traffic.
- **WASHROOMS** Enter through the hillside doors into the Guest Services lobby. The line will form down the small stairs under the Pepsi clock. Follow the blue signage and physical distancing markers.

Chalet Exit: How do I get back outside?

- You will be asked to maintain one directional flow and exit the chalet from the doors listed below.
- Always be courteous to other guests and minimize cross traffic.
- **GUEST SERVICES** Exit through the lobby doors hillside.
- **RETAIL STORE** Exit through the lobby doors hillside.
- **TECH SHOP** Exit through the lobby doors hillside.
- **RENTAL SHOP** Exit through the Rental Shop doors hillside.
- **FOOD & BEVERAGE (RESTAURANT & CAFETERIA)** Exit to the deck and leave the deck from the main outdoor staircase hill facing.
- **LOCKER & VENDING AREA** Exit via the deck using the main outdoor staircase hill facing, being courteous to other guests and minimizing cross traffic.
- **WASHROOMS** Exit through the single glass hillside doors (outside of the Rental Shop). Follow the black signage and physical distancing markers.

Guest Services

- Guests will need to hand sanitize, wear a face mask, and maintain physical distance to enter.
- Glass panes have been installed for employee and guest protection.
- We offer 3 outdoor Lift Ticket Express windows to limit the number of guests coming indoors.
- Guests will be asked about their overall wellness during each transaction to ensure the safety of our community.
- Please leave yourself ample time before scheduled lessons to be served indoors if needed.

Paying for Items

- Credit or Debit are the preferred methods of payment. Cash will only be available at designated wickets.
- We are encouraging all guests to use the tap function as much as possible.
- Gift cards and Membership accounts will be promoted as payment methods. Your unique barcodes on your passes act as your own personal debit/credit system. Guests may load their gift card or membership cards via telephone, email, or at Guest Services.

Membership, Season Pass, Card, Lesson Tag Pick-Up

- Memberships, Season Passes, Cards and Lesson Tags may be picked-up in Guest Services commencing December 1, 2021 from 9:00am to 9:00pm daily.
- Proof of age and address will be required for pick-up for every person.
- Registrants over the age of 18 must be present to sign the Waiver and Wellness Agreement.
- Registrants under the age of 18 will require their legal parent/guardian to be present to sign their Waiver and Wellness Agreement.
- New registrants for memberships, passes, cards and lesson programs will be asked to email a photograph (head shot) for their 2021-2022 tag to guestservices@chicopee.ca

Day Tickets

- Day tickets will be available on a first come first served basis.
- Day ticket purchasers will be masked during their transaction indoors and outdoors.
- Guests will be asked to comply with our Wellness Code. Our code asks that; you wear a face mask, practice physical distancing of 2-metres, practice good hand and overall hygiene, do not have a new or worsening fever or chills, difficulty breathing, cough, sore throat, runny or stuffy nose, nausea, feeling unwell, have travelled outside of Canada in the last 14 days, or have been in close contact with a confirmed or probable COVID case, or asked to remain at home by Public Health.

Lost & Found

- Items found should be turned in to Guest Services in a timely manner.
- Items with value will be held and we will attempt to return them to the rightful owner. All other items will be disposed of daily as we do not have the capacity this year to hold items indefinitely.
- Please report any lost, stolen, or found items to Guest Services.

Washroom Facilities

- Washrooms will only be accessible on the main floor of the chalet.
- Guests visiting the food and beverage area will utilize the second-floor washrooms. When using the ramp into the washroom please be courteous to other guests to minimize cross traffic.
- Washrooms will be cleaned regularly.
- Be considerate of fellow guests and leave the facility as soon as you are finished to allow for others to use.

Lockers, Storage & a Place to Change

- There will be no member storage available this season. Locker priority will remain in sequence for next season.
- There will be day lockers available for rent in the Locker & Vending area on the second floor this season, with entry from the deck.
- Guests will need to hand sanitize, wear a face mask, and maintain physical distance to enter.
- Day use lockers are \$1 per entry. There is a \$25 charge for lost keys.
- Outdoor equipment storage racks will be available in front of the chalet and at the top of Lot 2 in the new clearing.
- Ski & Snowboard keys for these storage racks are available for sale in our Retail Store.
- Chicopee is not responsible for lost or stolen items, and the day lockers will be cleaned out each night.
- There is no place in the chalet to come in and change. Please use your personal vehicle for this.
- There will be tables in Lot 2 to change your boots outside. Guests will need to wear a face mask and maintain physical distance in this area.

Retail Store

- Guests will need to hand sanitize, wear a face mask, and maintain physical distance to enter.
- One size of each item will become the trial item for hygiene purposes. Items that have been tried on and are in question of hygiene will be waited before returning to inventory.
- Some items will not have the ability to be tried on and will be purchased based on manufacturer specifications (example: face masks, balaclavas, etc.)
- All sales are final.
- The store will have one-way directional flow.
- If guests prefer, we can accommodate sales via telephone and email and have prepaid items packaged for pick-up.

Rental Shop

- All transactions will be completed in Guest Services and guests will take their receipt and proceed on the red directional physical distancing floor markers to the Rental Shop.
- Guests are encouraged to come a minimum of 1-hour prior to lesson for rental fitting.
- Capacity has been reduced to allow for adequate physical distancing.
- Guests will be served on a first come first served basis, by family or as individuals.
- Guests will need to hand sanitize, wear a face mask, and maintain physical distance to enter.
- Only guests requiring rental equipment will be permitted entry. Guest under the age of 12 may be accompanied by one guardian.
- Guests are not permitted to bring any personal belongings or equipment into the Rental Shop, except for their street shoes/boots, which we will exchange for our rental boots.
- All equipment will be returned through the hillside double glass sliding doors, being courteous to other guests and minimizing cross traffic.
- Foot traffic will flow in one direction, exiting the Rental Shop.
- Rental helmets and boots will be sanitized after each use.

9-Week Lease Program

- Guests renting for the duration of the 9-week lesson program will be required to come for a scheduled fitting between December 1 and 10, 2021, 10:00am to 7:00pm daily. You will be contacted directly to select a time.
- Participants under the age of 12 may be accompanied by a guardian.

Tech Shop Services

- Equipment to be serviced (waxed or sharpened) will be dropped-off and picked-up in the Retail Store.
- Minor adjustments will be paid for in the Retail Store.
- The Tech Shop will open December 13, 2021 for seasonal service.

Private Lessons & Cohort Lessons

- Private lesson booking is encouraged via email or telephone.
- All participants will need to wear a face mask and maintain physical distance.
- Private Lesson check-in will be done at the front desk.
- Cancelled lessons will be accepted up to 24 hours in advance with a full credit valid until the last day of the current winter season.
- Cancelled lessons with less than 24 hours' notice will incur a \$25 administration fee and the remaining balance will be returned in the form of a credit, valid until the last day of the current winter season.
- We make every effort to honour your Instructor requests but, in some circumstances, they may need to be substituted without notice.

Discover Lessons

- Discover Lessons will be served daily on a first come first served basis.
- All participants will need to wear a face mask and maintain physical distance.

Snow School

- All lesson participants will be signing a Waiver and Wellness Agreement for the season.
- All participants will need to wear a face mask and maintain physical distance when possible.
- We make every effort to ensure you have the same Instructor, in some circumstances they may need to be substituted without notice.
- Participants will be grouped based on appropriate age and skill level.
- Lessons will run in all weather, except for lightning. If Chicopee is unable to operate due to weather conditions, it will be posted on our home webpage two hours prior to the lesson. Dates or times will be extended, when available, to complete the program. When an extension is not available a prorated credit for the lesson will be issued.
- There will be no indoor warming area for lesson participants so please dress accordingly.
- Participants will need to be dropped-off and picked-up at their designated numbered sign.
- The signs will be placed 3 metres (10 feet) apart and participants will physically distance themselves in a line formation at the sign.
- There will be a red fence line installed as a physical barrier at the base of the hill to prevent foot traffic from travelling onto the hill.
- Parents/Guardians or anyone doing drop-off and pick-up must wear a mask and maintain physical distance.
- Participants will be dropped off through the red fence openings with the person dropping them off remaining on the chalet/parking lot side of the fence.
- The red fence line will extend up hill on Kid Zone, forming a chute for those dropping off to have accessibility to all group meeting signs.
- We recommend only one (1) parent/guardian at drop-off and pick-up.

- Participants under the age of 18 years will be asked to provide Guest Services with a cell number for their parent/guardian. This number may be utilized during the lesson program time if the participant requires early pick-up for any reason.
- It is recommended that parents and guardians of lesson participants wait in their vehicle, have take-out from the Silvertip Lounge or Chicopee Hall, or be on hill skiing/snowboarding.
- Instructors will minimize hands-on teaching techniques and be gloved for teaching.
- Additional participant information will be emailed in the last week of December.

Racing Program

- All racers will be signing a Waiver and Wellness Agreement for the season.
- All racers will need to wear a face mask and maintain physical distance when possible.
- We make every effort to ensure you have the same Coach, in some circumstances they may need to be substituted without notice.
- Racers will be grouped based on appropriate age and skill level.
- Training will run in all weather, except for lightning. If Chicopee is unable to operate due to weather conditions, it will be posted on our home webpage two hours prior. Dates or times will be extended, when available, to complete the program. When an extension is not available a prorated credit for the training will be issued.
- There will be no indoor warming area for racers so please dress accordingly.
- Racers will need to be dropped-off and picked-up at their designated numbered sign.
- The signs will be placed 3 metres (10 feet) apart and racers will physically distance themselves in a line formation at the sign.
- Parents/Guardians or anyone doing drop-off and pick-up must wear a mask and maintain physical distance.
- There will be a red fence line installed as a physical barrier at the base of the hill to prevent foot traffic from travelling onto the hill.
- Racers will be dropped off through the red fence openings with the person dropping them off remaining on the chalet/parking lot side of the fence.
- Racers under the age of 18 years will be asked to provide Guest Services with a cell number for their guardian. This number may be utilized during the training time if the racer requires early pick-up for any reason.
- We recommend only one (1) parent/guardian at pick-up and drop-off.

Holiday Camps

- If we are unable to run our Holiday Camps because of lack of snow or weather conditions you will receive a refund.
- If the Holiday Camps are unable to run because of a Public Health related closure, we would offer a credit, as explained in our COVID-19 Assurance Policy.

Food & Beverage Services (2nd Floor)

- Guests will need to hand sanitize, wear a face mask, and maintain physical distance to enter.
- Capacity has been reduced to allow for physical distancing.
- Food and beverage dining areas will be divided into the Silvertip Lounge, Chicopee Hall (Cafeteria) and the Deck. The deck area will be used as a waiting area for our Express Service.
- The balcony will have two physically distanced staggered lanes. The lane closest to the chalet will accommodate those dining in. The outside lane, closest to the hill, will accommodate express service guests.
- Green physical distance markers denote food and beverage dining services, and orange physical distance markers denotes our Express service.
- Once capacity is reached indoors, guests will wait for entry on the balcony in the designated line. This will serve as a visual for others skiing and snowboarding so that they may time their visit accordingly.
- A host will greet all dining and express guests for contact tracing and seating. When seated the guest will be given a timeline for their visit, 50 minutes in peak times.
- Guests will be seated first and then come to the cashier, masked, to place their food and drink order. Drinks will be given to the guest to return to their seat and food will be delivered by Chicopee employees when ready.
- Express guests will wait on the express markers at the exit doors, or on the deck for their food to be delivered to them.
- Guests are always required to wear their masks when in our food and beverage areas, except when in the act of eating or drinking. You must be seated to eat or drink. Help keep our staff safe!
- Guests will leave on or before their departure time and Chicopee employees will clear, clean, and sanitize the table and seats.
- Guests will not be permitted to bring their own food or beverage into the chalet.
- The drinking fountain will be closed this season.

Chairlifts & Surface Lifts

- Guests must wear a mask in the lift lines, loading, riding, and unloading areas.
- We also recommend that guests wear their face mask while on-hill skiing or snowboarding.
- Lift lines have been arranged to allow for physical distancing.
- Guests are encouraged to ride with those they arrived with.
- Please refrain from congregating on-hill.

Guests that are not wearing their mask will be subject to the following:

- A warning and single punch on their day ticket, lesson tag, card, pass, or membership.
- If warned again for the same offense a second punch on their day ticket, lesson card, pass, or membership.
- On the third warning privilege will be removed.
 - Day Tickets will be removed with no opportunity for reissue or refund.
 - Memberships, Passes, Cards or Lesson tags will be removed and require a meeting with the Director of Guest Experience to be reinstated.

Once reinstated if the guest receives two additional warnings and punches the third results in a permanent removal of the lesson tag, card, pass or membership with no refund or opportunity for reissue.

Capacity

- We recognize some of our industry colleagues ask that you pre-register or pre-purchase your visit to their facility, regardless if you are a member or day user. Chicopee has decided that we will not be taking that approach.
- We empower our guests to decide if they wish to ski or snowboard on a particular day based on the parking lot and lift lines.
- With reduced capacities instituted by physical distancing we are confident these measures are enough.
- We will have Guest Services representatives working outdoors to help guide your decision as you arrive, so that you are aware of potential wait times.

Parking Lots

- Signage at the entrances and in the parking lots will explain protocols.
- Guests are asked to maintain physical distancing and be mindful of neighbouring vehicles. Give others space to come and go from their vehicle in a physically safe manner.
- All personal garbage is to be taken home.
- Parking lots will be monitored for illegal activity and the Waterloo Regional Police Service will be called to assist in necessary matters.
- When using the drop-off zones in both Lot 1 & 2 please be masked and maintain physical distancing.
- Warming areas have been installed at the top of each lot. Please exercise caution when around the fire and do not climb on the rocks.

Your Chalet on Wheels (Your Vehicle)

- Guests are encouraged to use their vehicles as their personal storage and dressing area.
- Guests personal food and bagged lunches are not permitted in any part of the chalet.
- We would encourage you to not leave valuables in your vehicle.

First Aid (Patrol)

- Guests (patients) will need to hand sanitize, wear a face mask, wellness screen and maintain physical distance to enter.
- All efforts will be made to limit physical contact of the patient.
- Guests who are injured and transferred to the patrol room, may have one guardian/family member/friend permitted to accompany them in the Patrol room.
- The accompanying individual must wear a face mask, maintain physical distance, sanitize their hands upon entry after wellness screening.
- The patrol room is closed to anyone that is not receiving medical care or on-duty.