

SAFE WORKING, SAFE PLAYING

SUMMER
2021

Here is how Resorts are helping to keep their employees, guests and communities healthy:

Face Coverings are Required

Face coverings are required to align with local public health authority recommendations whenever physical distancing cannot be achieved. This includes both indoor and outdoor spaces, except when eating or drinking.



Cleaning and Disinfecting

Resorts have adopted cleaning and disinfecting strategies for all areas of their operation, including high-touch areas such as restrooms, restaurants, dining facilities, ticket offices, and rental shops. All cleaning products used will follow public health authority's guidance on agents which are effective against COVID-19.



Operating Plans

Resorts have reviewed and amended both their overall and individual departmental operating plans to: comply with local regulations, maintain physical distancing requirements, and adhere to cleaning and disinfection best practices.

Touchless Transactions

Many resorts have adopted technologies to reduce personal contact between employees and guests. These include touchless payment and access technologies, such as advance online purchase and RF (radio frequency) scanning of tickets and passes for resort amenities.



Shared Responsibility for Safety

It is up to every individual, both resort employees and guests, to do their part to mitigate the risk of infection and to help protect the health and safety of our resort community both on and off the trails.

Follow all public health guidelines including gathering, booking and travel restrictions.



Physical Distancing

Resorts have created operational plans that allow for appropriate spacing between parties. This includes but is not limited to: lift queues, ticket queues, activity lessons, employee spaces, and food and beverage outlets.



Reporting and Notification

Resorts comply with provincial and local public health orders and follow public health authority's best practices when reporting a positive case of COVID-19 at their resort. Employees will be trained in these practices by resort leadership.

Follow Public Health Guidelines

It is up to every individual, both resort area employee and guest, to do their part to mitigate the risk of infection and to help protect the health and safety of our outdoor enthusiast community.

Follow all public health guidelines including gathering, booking and travel restrictions.

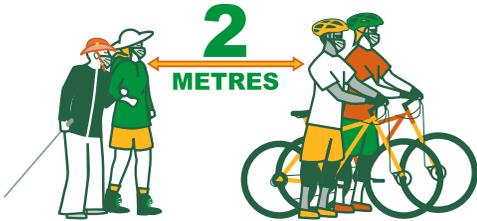


ATTRACTIONS, LIFTS AND QUEUES

Face coverings are mandatory on all lifts & while standing in attraction line-ups.



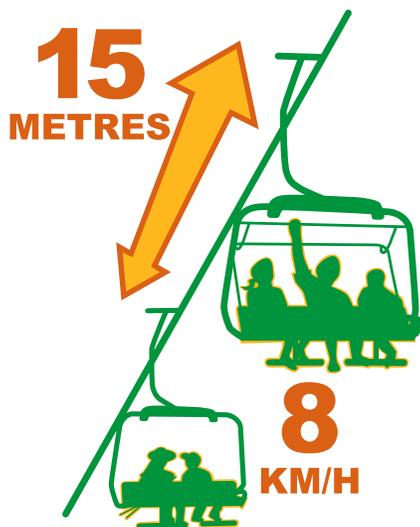
Queues



Physical distancing while in queues is mandatory. This may happen organically based on the attraction you are lined up for and the equipment required. Resort employees have vast experience managing queues and the expertise to ensure a consistent flow of appropriately-spaced traffic allowing guests to enjoy all the recreational amenities at the resort.

Loading the Lift

When loading a lift guests will be asked to follow resort protocols that direct guests how to load the lift. This will vary by lift type and capacity.

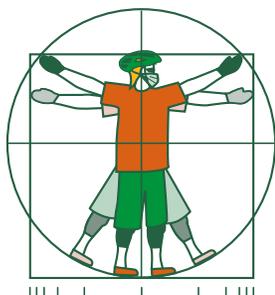
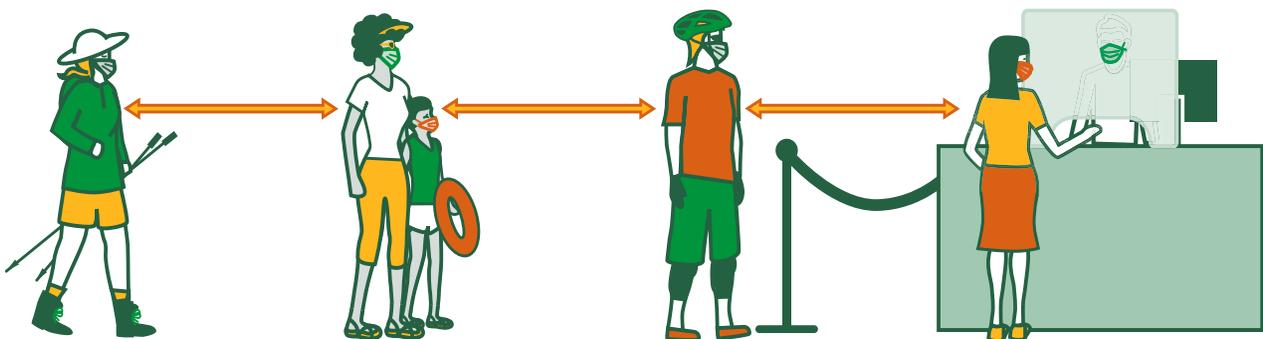


Riding the Lift

The average chairlift ride is 7 minutes, considerably shorter than most transportation activities such as riding a bus or taking a trip in an airplane. The average chairlift travels at approximately 8 km/h, 1.4 metres every second, providing constant directional air flow. Chairs are spaced approximately 15 metres apart.

Unloading the Lift

Standard resort area safety rules and on-mountain signage require people clear the unload area quickly after disembarking.



Health Benefits

Mountain biking and trail hiking/exploration provides numerous proven health and wellness benefits to participants. According to the WHO, “regular physical activity benefits both the body and mind.” The organization says that physical activity increases strength and fitness, reduces the risk of cardiovascular and other physical ailments and improves mental health, specifically reducing the risk of depression.¹

¹World Health Organization, Q&A: Be Active During COVID-19 (accessed August 2020)