



**Dear West Point Community,**

Whether you're an old hand at enjoying the Victor Constant Ski Area or planning on trying the mountain for the first time, thank you for choosing us. We need to reconnect with the outdoors, we need to feel normal and energized as we carve down the mountain with crisp air in our faces. We enjoy riding the lift with you, spending time discussing the conditions, receiving your feedback, and getting to know you and your family. Taking care of your mountain and you is what we do, it's the business we're in. Our job is to continuously make your experience better. We're headed into new territory because of COVID-19, but together we can make this a fun season and add many more on-snow memories to our lives.

We have always known that safety needs to be the underpinning of all that we do. This year, our commitment to safety takes on more importance than ever. We are fortunate that our core experience of skiing and riding takes place outdoors, across huge mountains, offering fresh air and wide-open spaces for our guests. However, to help protect our guests, our employees and our communities amid this pandemic, some changes will be required this season.

Our dedicated team has evaluated the big-and-small details about what skiing and riding will look like this winter. Tactically, creating space and masking up will be the primary focus. We're expanding outdoor seating areas and have simplified our Snack Bar options. Our lodge will have limited seating. Riding the lift with skiers or snowboarders you haven't yet met will have to wait as we plan to operate lifts at lower density than usual. We will continue to double down on our cleaning procedures and keep a sharp eye on operating capacities.

Today we want to share with you as much detail currently available on our approach to prioritizing your safety this winter. But first, we want to give you a sense of the principles guiding our decisions. It goes without saying that operations at the Victor Constant Ski Area will abide by all Army regulations, but for us, that's just where safety begins. Since the beginning, we have made a commitment to all of our stakeholders that we will operate in a way that puts safety first and uses the insights we have gleaned. This often means choosing to go above and beyond what is required in order to do our very best to provide you peace of mind. Given how fluid and ever-changing the situation with COVID-19 is, it has also been our goal to design a process that can remain in place for all of this season. We do not want to be caught off guard or find ourselves needing to make reactive changes. Striving for consistency will provide our guests, employees and communities with as much predictability as possible this season, which we believe is worth the extra effort.

### **Face Coverings**

We will be requiring guests to wear face coverings in every part of our operations, which includes loading and riding on the lift; when inside all buildings except while eating; and during all ski and snowboard lessons. No one will be permitted to enter the Ski Area without a face covering. Although, masks are not required to be worn while skiing or riding so long as social distancing can be maintained. We will also strongly recommend that guests wear face coverings in all outdoor public spaces throughout our mountain. Being safe and successful this season will require everyone's cooperation and we believe face coverings are foundational to make that possible.

### **Physical Distancing on Our Mountain**

We will be promoting physical distancing throughout our operations, including on our lift, to help ensure a safe experience. In order to make this a reality and also make it an enjoyable experience, we must manage the number of people on our mountain. The good news is that we historically operate below our capacity, and for the vast majority of days during the season, we believe everyone who wants to get on our mountains will be able to. However, we are not planning for the majority of days, we are planning for every day of the season. We want to provide assurance to our guests that we will do our very best to minimize crowds at all times – be it a holiday weekend or the unpredictable powder day.

### **Season Passes and Daily Lift Tickets**

As such, Season pass holders will be our first priority. After all - you committed to us, and it just seems right that we do the same for you! We will tightly regulate the number of daily lift tickets that will be available by advance purchase only in direct correlation to the number of Season Passes sold. Season Pass Holders will be guaranteed access to the mountain during normal operating operations.

- Given the need to manage daily lift tickets sales, they will only be sold on our website. No lift tickets will be sold at the ticket window in resort – you may only pickup your pre-purchased lift ticket at our ticket windows. We will be encouraging guests to purchase in advance – though guests can purchase a same day lift ticket online, subject to availability, and then pick up the lift ticket at the ticket window.

- Season Passes for all Authorized Users (Cadets, Active Duty, Reservists, DOD Civilians, Retirees, and Dependents) will go on sale November 13, 2020 via WebTrac. You can purchase your passes at: <https://go.usa.gov/x7N9h>

- Any remaining Season Passes will go on sale for General Public on December 23, 2020 via WebTrac. You can purchase your passes at: <https://go.usa.gov/x7N9h>

- All Season Pass Sales will cease at the end of the first full day of operations or whenever they are sold out, whichever occurs first.

We believe this approach will help ensure a safe experience for everyone, while prioritizing access for our pass holders. Again, we recognize that most days of the season it will not be necessary to manage the number of people on our mountains. However, with this program, we are planning for as many contingencies as possible to strive to give you peace of mind knowing you will have the space you need to physically distance and enjoy your time on the slopes.

### **Physical Distancing on the Lift**

To maintain physical distancing on our chairlift, we will only be seating related parties (guests skiing or riding together). The theme is “Arrive Together, Ride Together”

Riding a chairlift is an outdoor experience, while moving quickly and taking a relatively short amount of time, and many of you have inquired why we need distancing at all, given the requirement for guests to wear face coverings. While all of this is true, in the current environment, we do not believe it is appropriate to seat guests from different parties directly next to each other, given the dynamics during loading and unloading, during chair stoppages and due the proximity between guests as they ride the lift, speak to each other, speak on the phone, eat and adjust their clothing. We believe a conservative approach is the best way to protect our guests. We ask each of our guests to help us with this by only riding with those you arrived with.

### **Physical Distancing in the Lodge**

Our lodge will operate with an extremely reduced capacity, spaced to enable physical distancing. Our approach to lodge operations will be the removal of all seated tables and replace them with high top style tables. To allow for physical distancing, we will be managing the number of people in our lodge in accordance with public health requirements and will monitor guests coming in and out of lodge at the entrance. Food options will be more limited this season, with just a handful of ready-to-go hot and cold options and no ability for any custom or special orders. We will be spacing tables in the dining area as well to allow for physical distancing while eating. We will also be establishing two additional outdoor seating areas just uphill of the lodge. We are also currently exploring options for limited online food ordering. Given these limitations, we will recommend that guests adjust their schedules and try to dine earlier or later to avoid the peak rush. Since stopping by our lodge will not be as easy as in years' past, we will also encourage guests to bring water, snacks and other food with them on the mountain to ensure they stay hydrated and have the energy needed for their ski day.

### **Physical Distancing in the Locker Room**

We still plan on offering seasonal lockers to our guests. Access to the locker room will be only thru the exterior door with no access to the rest of the lodge, including the restrooms. We are encouraging that each patron limit time spent in the locker room to the minimum necessary to pick up and drop off your equipment.

### **Physical Distancing in Ski & Snowboard Rental Locations**

We are striving to provide a safe experience throughout each part of our mountain, and that includes at our ski and snowboard rental shop – which we plan to have open this winter. We will be severely limiting the number of people inside to adjust operations to allow for physical distancing and appropriate guest flow. Guests and employees will be required to wear face coverings, and for the portions of the process that require close interactions with our technicians, our employees will take additional precautions, including wearing eye protection. Equipment will be fully sanitized between each guest use and we intend to expand our outdoor pickups to provide enhanced options for guests to rent equipment. We are highly encouraging seasonal equipment rentals as well as getting fitted for all your equipment prior to the beginning of the season. This will enable us to have your equipment preset outside for you to just pickup for the day. We will be establishing an outdoor area near the Rental Shop to put your boots on but again, we are highly encouraging all guests to put their boots on at their vehicles due to extremely limited space. We are also exploring options for online equipment rentals to enable us to serve you better.

### **Ski and Ride School**

We are planning on operating our Ski and Ride School this year. All participants will be required to undergo and confirm a self-health screening prior to each lesson. We will also be limiting the class size of all of group and private lessons to a maximum ten people. Specific details and procedures for certain class types for children are still being determined and will be announced as they are finalized, taking into account safety considerations. We plan to continue many of our season-long youth programs offered at our mountain. Lessons will need to be purchased in advance – no walk-up, day-of lessons will be available. We are working on expanding our Learning Center Terrain to allow for additional physical distancing.

### **Cleaning Procedures**

We will continue to uphold our high standards of cleanliness throughout the mountain. We will be doubling down on our cleaning routine and have instituted the use of new products to further enhance your safety. We have always sanitized our Rental Equipment between guests and will continue to do so. If you see something or have questions, we encourage you talk to our Team Members so we can better assist you.

### **Next Steps**

Our staff will continue to work closely with all of our West Point stakeholders to review the details of our winter plans and to ensure we remain aligned in our collective approach to the season. Success for this season can only happen with close collaboration and partnership with our guests. While we have designed our winter operating plan to comply with, and at times exceed all known applicable requirements, our operations will remain subject to additional Army requirements. Please understand that these may change at any time, either ahead of or during the ski season. We will strive to communicate any changes – and how they might impact our operations – as soon as we are made aware of them.

While it's not possible to know every detail yet, we hope this update gives you a better sense of what you can expect when you visit our resorts this winter. We highly recommend purchasing one of our pass products ahead of the season to ensure you get the best access to our mountain this season.

We know this is a lot. And, we'll be honest—it will take a bit more planning on your end to be prepared for how it will all work. It's not going to be the most normal season and we all know that. We've all got to be patient and courteous, even on a powder day. It will be the winter to slow down, to space out and to acknowledge how lucky we are to have this place to share.

### **Think Snow. Think Cold.**

*The Staff at the Victor Constant Ski Area*

