

## **Ticketing**

- Do season pass holders have to make reservations?
  - We consider our passholders the fabric of our community and appreciate how you support us. The realities of Covid-19 this winter season has necessitated we be capable of implementing hard daily caps. We expect that season pass holders will be required to reserve in advance this season. Please know our goal is to avoid limiting season pass holders but instead to know how many passholders will be on the mountain so we can control day ticket sales. Details on how to register in advance will be posted on our website in the event that we implement this.
- Do I have to purchase my day ticket ahead of time?
  - Please purchase in advance. It is likely we will sell out of tickets, and we will not sell above capacity so purchasing in advance is highly recommended. We saw after being open for biking this summer that it is very likely that we could sell out of tickets days in advance. Please plan ahead and purchase your ticket before your arrival either online or over the phone to ensure there is availability. In the event that there are still tickets available that day, please purchase online in your car or over the phone to limit touch points. If you already have your direct to lift RFID card, purchasing your tickets ahead of time will allow you to go straight to the lift.
- Can I purchase tickets on site?
  - In order to limit touch points, please purchase all tickets online or over the phone ahead of time. In the event that we have to limit the number of day tickets available, purchasing your tickets ahead of time will guarantee that you have a ticket for the day you want to come.
- Are there a limited number of tickets available per day?
  - Yes, we are subject to capacity limitations this winter.
- Where can I pick up my RFID card?
  - All ticket and pass sales will be done at the ticket trailers located on the pathway from the parking lot. Please do not enter the lodge for ticket purchases or to pick up your RFID card.
- What is the season pass deferral policy if you have to shut down?
  - In the event of an in-season shut down, we will extend all passholders a carry-over value to the 2021-2022 winter season based on the number of operating days (based on a total of 90 days). If a cancelation results in 45 open days, passholders will receive a 50% rollover credit.

## **Food & Beverage and Lodges**

- What food and beverage options are available this season?
  - We have an outdoor order and pick up window located outside the Crazy Horse Lodge; the lodge cafeterias will not be open this winter. We are offering online ordering with a larger menu than what is available in person. We highly

encourage ordering online and going straight to the online pickup window for a larger menu selection and less waiting in line.

- Is the Crazy Horse Bar & Restaurant open?
  - Yes, the Crazy Horse will be offering sit down dining this winter. We are working on our reservation system for the Crazy Horse and will update this document with additional information and an opening date when finalized.
- Do I have to wear a face covering inside while dining?
  - Face coverings are required inside all lodges and buildings. Guidelines in effect on 12/13 require face coverings inside unless you are eating or drinking. If you are walking around the lodge you will have to wear your face covering.
- Can I bring my own food into lodges and use a table?
  - Brown bagging is not allowed this winter due to reduced lodge capacity.
- Are you restricting indoor capacities?
  - Occupancies for all indoor lodges must follow restaurant guidance which requires appropriate spacing among tables, limiting capacity. Tables are available for no charge but a reservation is required.
- Do I have to make reservations to sit inside?
  - Yes. There will be a hostess at the entrance of the lodge where you can reserve your 30 minute time block. Due to reduced capacity, we encourage you to plan ahead and book your lunch table in advance. The only food allowed in the lodge is food prepared by Berkshire East.
- Are there time limits for how long I can use an indoor table?
  - Yes. Tables are available for 30 minutes and are available every 15 minutes. Table reservations are spaced out to ensure appropriate sanitation between uses.
- How are you planning to manage indoor capacities on days with bad weather?
  - Unfortunately, our plans do not change regardless of weather due to our capacity restrictions. Reservations can be made for table space but gearing up and brown bagging will still need to be done at your car.
- Can I enter lodges during an emergency?
  - Yes. Bathrooms will be available as well as customer service to handle emergencies.
- Are restrooms inside lodges available?
  - Yes, restrooms inside the lodges are available with limited occupancy. We also will have heated restroom trailers at the base of the mountain and a portalet in the parking lot available for guests who do not want to or who are unable to come inside lodges.
- What about non-skiing/snowboarding guests and family members, are they able to sit inside while I am out for the day?
  - Non-skiing or riding family members cannot sit inside the lodge for the day. They can make a reservation to have a table for a period of time, but they cannot

reserve a table for the whole day. Like our skiing and riding guests, we ask that non-skiing or riding family members use their car as their base lodge for the day. Non-skiing or family members are asked to register arrival using a QR code for contact tracing purposes.

- Can I use the lodge to boot up or change?
  - Not this season. All guests and staff are to use their car as their base lodge for the day. Please plan to gear up, take breaks, and eat lunch in your vehicle. If you have reserved a table, you may get geared up inside the lodge, however you will have to bring your bags back to your car when you are done.
- Can I store my bags in the lodge?
  - We are not allowing any bag storage inside the lodges. If you get geared up inside the lodge, you will need to bring your bags back to your car for the day.
- Are day-use lockers available?
  - To limit touchpoints, day-use lockers are not available at this time.
- Is there a warm place to sit and rest if I can't go inside the lodge?
  - We have expanded the patio area in front of the lodge where we will have outdoor heating units and seating available on a first come, first serve basis. Also new this year are Cabanas that can be rented for the day for \$125. These cabanas fit 6 people and have a propane heater. The cabanas can be rented in advance and will be available online soon; this page will be updated once Cabanas are available for renting.

### **Chair Lifts & Lift Lines**

- How are you loading lifts this winter?
  - Arrive Together, Ride Together; please load lifts only with the people you came with. .
  - In the event that you are a solo skier or rider, you may be allowed to ride triple or quad lifts with another solo person as long as 1) you are both okay with it, 2) face coverings are worn the entire time, and 3) you sit on opposite sides of the chair. If you do not want to ride with another guest, you will ride the lift solo.
- How are you promoting physical distancing in lift lines?
  - The nature of skis and boards naturally creates distance between people. To help remind guests to keep at least 6-feet of physical distance, we have added physical distancing markers and signs to the lift queues.
- How do you plan to manage lift lines given your new protocols?
  - Staff will be monitoring the lift lines for mask wearing and proper social distancing.

### **Rentals**

- Do I need to make reservations to rent equipment?

- To provide better service, we are asking all rentals to be purchased in advance online or over the phone ahead of time. A limited number of same day rentals may be available.
- Are helmet rentals available?
  - Yes, helmet rentals are available.
- What are you doing to ensure proper sanitization for equipment?
  - All rental equipment will be sanitized before being rented out again. If we are unable to sanitize equipment for any reason, it will be quarantined for 48-hours before being rented out again.
- There are some close interactions during the rental process, how are you keeping guests and staff safe?
  - All guests and staff are required to wear a face covering during the rental process.
  - Our goal is to have rental equipment ready for rentals purchased in advance. The online purchase gives our technicians the pertinent information (height, weight, shoe size, etc.) to set up your gear to streamline the rental process.

### **Tuning Shop**

- Is the tuning shop open?
  - Yes.

### **SnowSports School**

- What lesson options are available this year?
  - Our plan is to offer private lessons, group lessons including the Learn to Turn package, and Mountain Explorers. Reservations are required for all lesson types and can be made either online or over the phone. Be aware that some lesson types are only available for booking by phone.
- Why are you not running group lessons for children ages 6 and under such as Play & Ski and Junior Explorers?
  - While a difficult decision, due to covid we will not be offering group lessons for children ages 6 and under. This means we will not run Play & Ski and Junior Explorers this year. Not having these programs this year is disappointing to us all, but given the prolonged close contact that is often required, and having to severely limit capacity, we feel it is currently most responsible to not offer group lessons for ages 4-6.
- Is childcare available?
  - Play Time for ages 2-6 is not available this season and the Children's Center will be closed.
- How are lessons structured to allow for physical distance?
  - All lessons require advanced reservations. Group lesson sizes will be reduced to allow for better physical distancing. Anyone taking a group lesson who wants to ride the chairlift must be able to do so without assistance. Please be aware that

participants in lessons will be able to ride the lift with their instructor and any members of their group (if they are in a group lesson). Please know that social distancing may not be possible at all times throughout the lesson.

- Are face coverings required during lessons?
  - Yes, wearing a face covering is required for the duration of the lesson for all guests and staff.
- What are your health and safety protocols for instructors and guests prior to lessons?
  - All of our staff are required to submit a daily health form before they start working.
  - Guests are asked to not come for their lesson if they are feeling ill or any symptoms such as fever, sore throat, nausea, fatigue, etc.
  - Guests are asked if they have had any symptoms of COVID-19 in the last 14 days. If guests answer “yes” to any symptoms, they may be asked to come another day after their symptoms clear.
- What should I do if I have a lesson reservation and I do not feel well?
  - In order to help protect the health and safety of our staff and guests, please do not come if you or a member of your party or family are feeling ill. Please call the Snow Sports School office at 413-339-6617 ext. 327 to discuss options; we will work with you to reschedule to another time when everyone is feeling well again.

### **Retail Shop**

- Is the retail shop open?
  - Yes, the retail shop in the Main Lodge is open. We have helmets, goggles, gloves, mittens, hoodies, snow pants, and more for sale.
- Can I try stuff on before buying it?
  - You may try something on before purchasing it if you need to make sure it fits.
- What if I tried something on but I didn't purchase it?
  - Any items that are tried on and not purchased will be quarantined for a minimum of 24-hours before being put back in the retail store.
- Is there a capacity for how many people are allowed in the retail store at one time?
  - Occupancy inside the retail store is limited to 2 people. Please wait outside if the store is full; one of our Ambassadors will let you know when you can go in.
- Is the retail store accepting cash?
  - Yes.

### **Tubing**

- Is tubing open this season?
  - The tubing park will be open this season.
- Are face coverings required?

- Yes, face coverings are required to be worn by all guests and staff. Having a face covering is required to enter the property. Berkshire East Ambassadors are around the base of the mountain to remind guests of the face covering requirement.
- Are reservations required?
  - Yes, reservations are required for tubing. Sessions are available at 10:00, 11:30, 1:00 and 2:30 and sell out quickly due to space availability.
- How are you ensuring physical distancing?
  - Physical distancing markers have been set up in all queues and lines at ticket windows, food and beverage areas, and tubing lanes to remind guests to keep at least 6-feet of distance between them and those they did not arrive with
  - A limited number of spots will be available per time period to help distancing.
- Are tubes being sanitized between uses?
  - All tubes are sanitized periodically throughout the day and at the end of each day.

### **Lodging Facilities - Warfield House Inn**

- What is the cancellation policy?
  - We offer cancellation insurance so you can book risk-free and cancel up to 24 hours before your trip date. For folks without insurance, we are offering two options for this year as long as we are informed 2 days or more in advance of your trip: You can choose to re-book to another date or receive a gift card in the total amount you paid. Gift cards never expire and can be used to book online.
- What are your safety protocols for lodging?
  - All of our protocols and procedures for lodging can be found here: <https://warfieldhouseinn.com/warfield-house-inn-covid-19-prevention-statement/>

### **Safety Protocols**

- How are you protecting the health and safety of your guests and staff?
  - All guests and staff are required to wear a face covering at all times while on the property.
  - Physical distancing of at least 6-feet should be observed whenever possible.
  - All staff are required to submit a daily health check before they start working. Any staff members who exhibit signs or symptoms of feeling ill will be sent home. All staff are encouraged to stay home if they are feeling ill.
  - Guests are encouraged to not come if they are feeling ill.
  - All guests and staff will be informed of the current [Massachusetts Travel Order](#) before coming, and are expected to follow the Massachusetts Travel Order and any travel orders set by their home state.
  - We have enhanced cleaning and disinfecting procedures.

- Following state and local guidelines, we will be collecting names and phone numbers or email addresses for all guests and staff who are on the property for contact tracing.
- Are face coverings required?
  - Yes, face coverings are required for all guests and staff per [Massachusetts Mask Mandate](#). Having a face covering is required to be on the property. Berkshire East Ambassadors are around the base of the mountain to remind guests of the face covering requirement.
- Do I have to wear a face covering while I am skiing/boarding?
  - While you are skiing and riding on the trails you do not have to wear your face covering as long as you maintain 14 ft from other skiers and riders.
- What are you allowing as a face covering?
  - We are allowing face coverings that cover from the top of the nose to the bottom of the chin. Bandanas, neck gaiters such as a turtle fur, disposable masks, and cloth masks are all allowed. We will not allow any face coverings that have air or ventilation holes in the nose/mouth area.
- Are there exemptions allowed? What if I can't/won't wear a face covering due to a medical condition.
  - For the safety of our staff and clients, face coverings are required. Due to the inherent nature of snowsports and tubing, we respectfully ask those unable to wear a mask to not visit us at this time. We look forward to welcoming you back again soon.
- What about my child aged 2 and under – do they need a face covering?
  - Children under 2 are not required to wear face coverings.
- What are you doing to help ensure physical distancing?
  - Physical distancing markers have been set up in lift lines to remind guests to keep at least 6-feet of distance between them and those they are not riding with.
  - Physical distancing markers have been set up in all queues and lines at ticket windows and food and beverage areas to remind guests to keep at least 6-feet of distance between them and those they are not riding with.
  - All tables inside lodges will either be spaced at least 6-feet apart or separated by a non-porous barrier that meets state guidelines.
  - We have established a one-way traffic pattern in all lodges.
  - Restrooms in the lodge will have capacity restrictions; maximums will be posted outside the restrooms
  - Berkshire East Ambassadors are around the base of the mountain to remind guests to maintain physical distance of at least 6-feet.
- What happens if there is a case of COVID-19 confirmed at your resort?
  - In accordance with CDC guidelines, we will shut down for a minimum of 24-hours in order to deep clean and disinfect.

- We will contact the Local Board of Health and work with them as directed to determine our next steps.
- What should I do if I am not feeling well and I have made a reservation for a specific day?
  - In order to help protect the health and safety of our guests and staff, we ask that you do not come to Berkshire East if you are not feeling well. Please call us at 413-339-6617 ext. 2 to discuss your options.
- What commitments to health and safety do I need to make as a guest in order to visit?
  - Please do not come if you are feeling ill.
  - Please do not come if you have been in close contact with a confirmed case of COVID-19.
  - Face coverings are required to be at the mountain, so please bring one with you and have it easily accessible.
  - Please limit your time spent inside lodges.
  - If you are coming from out of state, please make yourself aware of the Massachusetts travel order and any potential travel orders issued by your state. [You can find the Massachusetts Travel order here.](#)
- Are you accepting cash?
  - Yes.

### **Cleaning & Disinfecting**

- What are your cleaning and disinfecting protocols?
  - All rental equipment is disinfected before being rented out again. If we are unable to properly sanitize equipment, it is quarantined for 48-hours before being rented out again.
  - Tables are cleaned and disinfected between each use.
  - High touch points and trafficked areas such as door handles, railings, and restrooms are cleaned and disinfected frequently throughout the day. Cleaning logs are filled out each time these areas are cleaned and checked frequently.
  - Restrooms are cleaned according to the [EEA COVID-19 Outdoor Recreation Facility Restroom Cleaning Best Practices](#)