

COVID-19 RESPONSE

Safety is our top priority.

To Our Guests,

The Covid-19 pandemic has presented a myriad of new challenges for the mountain resort industry. Paramount is the health and safety of both guests and employees. Throughout our off-season, we've been working diligently to plan a safe winter operation that will meet all local and state regulations to keep everyone who visits or works here as safe as possible.

Please help us by following our [Covid-19 Responsibility Code](#) below.

Skiing and snowboarding have long been winter activities where face masks, gators, gloves and goggles are standard garb. It's also a sport where individuals seek to distance themselves naturally across our terrain while carving their own routes down the mountain. Traditionally, base lodges have served as social gathering spots for groups of skiers and riders to take a break, warm up, or grab a bite to eat. This season, we all must adapt to a new reality that breaks this tradition in order to keep both guests and staff safe from the spread of Covid-19. The following paragraphs outline some of the most important items in our new operational plan.

Mount Southington will operate at a reduced resort capacity for the 2020/2021 season.

Priority will be given to those who've purchased season passes, joined race teams, established pre-paid groups, or have enrolled in multi-week programming. Beyond those individuals, additional daily lift tickets, rentals and lessons will be available. Our new website includes a more robust e-store that will allow for all products to be sold in advance. This will allow us to track and limit capacity for any given day. **I encourage you to use our online system to**

reserve your space at Mount Southington this winter. On days where the resort reaches capacity, we will make announcements both on the website and on all social media platforms. If the resort has not reached capacity for a given day, products will still be available at the ticket window until capacity is reached. All transactions will be handled as touchless as possible.

This season, appropriate social distancing measures and masks will always be mandatory in the base area, at the summit, on the lifts, and inside facilities. Mount Southington will have sanitizing stations available to guests throughout the facility. We have redesigned our chairlift lines to include blank lanes to help distance individuals waiting to load. When appropriate, we will have members of our staff located at the bottom of each lift directing traffic to ensure social distancing guidelines are being followed. Guests are welcome to ride our lifts with other members of their own party. No guest will ever be asked to ride with individuals outside of their party. Guests can ride single if they choose, no matter the line size.

Building capacities will follow the current CT guidelines, which as of September stands at 50%. Both The Red Barn and The Mountain Room will have monitors present that will ensure capacity and time limits are not exceeded. Food will not be served inside The Red Barn. The Mountain Room will have a limited menu with table service.

We have several new outdoor food and beverage options to enhance the experience of our guests of all ages. Food Service at The Red Barn has been changed to an outdoor walk-up window conveniently located hillside where lines and proper social distancing can be more easily implemented. In addition to our Waffle Haus and Outdoor Grill, we've partnered with

two popular Food Trucks! And, we've added an outdoor pub outside The Mountain Room for beer and snacks. Mount Southington has purchased additional outdoor seating which will be spaced appropriately throughout the base area.

Group coordinators will have indoor seating designated to them in either the Red Barn or The Mountain Room. For those renting equipment, please allow for additional time when you arrive as the building will be limited to no more than 15 guests at a time. Outdoor Lockers have been built just outside the rentals building, and a complimentary bag check has been added to the lower level of the Red Barn.

I thank each of you in advance for doing your part to help us deliver a safe and memorable experience this season. I look forward to seeing you on the slopes all winter.

Best Regards,

Jay Dougherty

General Manager

COVID-19 Responsibility Code

- **Keep Your Distance.** Maintain a minimum 6-foot distance from others when possible. Please do not congregate.
- **Cover Your Face.** Wear a face covering to protect yourself and others.
- **Wash and Sanitize.** Wash and sanitize your hands routinely.

- **Hands to yourself.** Avoid handshaking, high-fiving or other unnecessary physical contact.
- **Feeling sick? Stay home.** Be responsible and respect others. If you feel unwell or are experiencing a fever, cough, muscle aches and pains, sore throat, shortness of breath, or sudden changes in taste or smell, please stay home.
- **Stop the spread.** Sneeze and cough into a tissue, cloth, elbow, or sleeve, not into your hands.

[Click here](#) to read more about the CT Ski Area Association's Covid-19 response, or [here](#) to read the National Ski Areas Association's guidelines.