

COVID RESPONSE FROM ALPINE VALLEY RESORT

Latest Update: 11/20/20

STAY HOME if you are showing signs of sickness. Please be courteous and go home if you start feeling sick or if you start showing symptoms of sickness while at Alpine Valley Resort.

State and Local Restrictions:

The State of WI is currently under a mask mandate until January 2021. The mandate states the face coverings must be worn indoors except for private residences; with several exceptions. The full order can be found here: <https://evers.wi.gov/Documents/COVID19/Em001-FaceCoverings.pdf>.

AVR's Protocols, Procedures, and Restrictions

General Outside:

- Face coverings will be **required** at all times. Including: inside the buildings, base area and riding a lift.
- Be courteous to others at all times, give people their space. There will be a line, expect it and be patient.
- In the lift line, maintain a tip to tail distance from people in front of you.
- More outdoor seating will be available this season.
- Please check the website for posted hours of operation before coming.
- **Tailgating and large group gatherings will not be permitted.**
- There will be no saving of tables.
- There will be no storing of items anywhere on premises, beside the lockers. Please try and make your vehicle, your homebase.

Riding Chair Lifts

- Face coverings must be worn when loading the chair lift and when riding the lift with people not from your party.
- If you come together, please ride the chair lift together - parties/families are encouraged to fill the lift whenever possible
- We ask that single riders load the quad chairs 1 on each side of the chair
- Individual riders that do not want to ride with others will not be forced to
- Realize that this may lead to longer lift lines and a longer wait - **anticipate longer waits on weekends and holidays**
- The natural distance created between skis and snowboard will allow for social distancing in the lift line from forward and behind - we will also create lift mazes that will assist with socially distancing participants side to side, when in line

General Inside

- **Face coverings must be worn at all times except when drinking/eating**
- Hand sanitizer stations will be readily available in common areas.
- Wash your hands frequently.
- AVR staff will routinely disinfect high touch surfaces.
- Seating will be configured to allow for distancing.

- **Tailgating and large group gatherings will not be permitted. Only parties that are skiing together can gather, we ask that people gathering are from no more than 2 different households.**

Food and Beverage

- **Face coverings must be worn at all times except when drinking/eating.**
- **Do not remove face coverings until seated.**
- **When getting out of your seat - please put a face covering back on.**
- Wash your hands.
- Offerings will be limited this season.
- Rearranging and moving tables will not be allowed.

Lift Tickets

- Outdoor ticket windows will be open for guests not wanting to go indoors.
- If going indoors, the front doors will be the entrance and everyone will be asked to exit using the side doors.

Season Passes

- We ask that everyone come prior to opening day and pick up their passes. This will eliminate the longer lines on opening day.

Rentals

- As rentals may be more limited than in previous years, and we wish to decrease the customer's time spent in the rental shop – **we are strongly encouraging customers to get dressed in their vehicles and make their vehicles their homebase.**
- We will be disinfecting our rental boots and helmets after each use.
- ***Bags must be kept in either a locker or in your car. Locker Space is Limited!***
- Plan to boot up at your vehicle and leave your stuff there.

Lessons

- Private and Family Lessons will be available.
- More information TBD.

Hotel

- Indoor Pool and Hot Tub will be open but at ½ capacity.
- Masks will be required for anyone over 2 years old.
- Housekeeping is NOT servicing rooms unless scheduled in advance and guests must not be in the room while it is being serviced.
- Pool towels and extra room amenities will be available at the front desk.

Ski Patrol

- Unless there is a greeting impediment, patrollers will require the customer to be masked before administering care.

- Customers will not be allowed into the Patrol Building, except for a medical and trauma emergency
- Patrons determined to exhibit positive COVID signs and symptoms will be asked to leave.

What We Expect from You

- Please stay home if you are feeling sick or exhibiting symptoms of illness.
- Please wear a mask when indoors and in lift lines
- Be physically and mentally prepared to stay outside.
 - Resort occupancy will be limited this year and access to the lodge – with the exception of restrooms – is not guaranteed.
 - Please think of “booting-up” at your vehicle to limit time spent lingering indoors as well as our new policy of no bags or gear left in the lodge.
- Be respectful of employees at all times, including while enforcing COVID-19 related regulations.

These policies and procedures are subject to change based on statewide protocol. Thanks for your patience.