

WEST MOUNTAIN COVID-19 SAFETY & HEALTHY PRACTICES

November 13, 2020

A Message To Our Valued Guests,

While there are many uncertainties at this time, there are a few things that are certain – This winter we will ski; we will ride; we will tube! For this to happen, we ask for your cooperation combined with our commitment to safety to ensure this upcoming season at West Mountain is not just a good one, but a great one!

At West Mountain, we take the safety and health precautions of our guests very seriously. Our dedicated staff safely and carefully operated our Aerial Treetop Adventure Park, Mountain Bike Park, picnic and hiking activities throughout the summer and fall. Our operations plan strictly followed and upheld the state and county mandated safety guidelines.

The plan for the winter sports season is to continue operations at West Mountain with the same cautious and careful approach in order to maintain the highest safety standards for public health. West Mountain is committed to providing a safe and healthy environment for all of our guests, staff and the surrounding community. We also know that we cannot operate with success without the cooperation from our guests. We thank everyone for their ongoing patience and understanding as we continue to navigate through these uncharted waters.

To stay up to date, please visit our safety page [HERE](#)

Opening Day:

Ski Area Opening Day : Saturday, December 12, 2020 (weather permitting)

Tubing Park Opening Day: Saturday, December 19, 2020 (weather permitting)

Hours of Operation:

Non-holiday Periods: West Mountain will open for skiing and snowboarding Monday's 3-9pm, Tuesday-Friday 10am-9pm, Saturday-Sunday 8:30am-6pm. The tubing park will be open Friday's 4-9pm, Saturday-Sunday 10am-6pm.

Holiday Periods: Dec. 19-Jan. 3, Jan. 16-18, Feb. 13-21 West Mountain will be open for skiing and snowboarding Monday-Friday 8:30am-9pm, Saturday-Sunday 8:30am-6pm. The tubing park will be open Monday-Friday 10am-9pm, Saturday-Sunday 10am-6pm.

Resort Access: West Mountain Operations Team is hoping to be able to open the mountain and all of the terrain much earlier this year in an effort to spread out our guests.

Skiing & Tubing Tickets: Day skiing and tubing tickets go on sale in early December at westmountain.com. We encourage guests to visit during the day during the week, non-holiday periods,

in an effort to help spread people out. We will be offering our popular breakfast and lunch specials again this season midweek during non-holiday periods.

\$30 Breakfast Special – Tuesdays-Fridays 10 a.m.-12:30 p.m. (non-holiday)

Includes a 2-hour lift ticket, breakfast sandwich and a cup of coffee or hot chocolate from the West Express Cafe. Grab breakfast at 10am and hit the slopes from 10:30-12:30. Upgrade to another beverage on site.

\$35 Lunch Special – Tuesdays-Fridays 11:30am-2 p.m. (non-holiday)

Includes a 2-hour lift ticket, 1/2 of sandwich or a Cup of soup, chips, and a small fountain drink from the West Express Cafe. Grab lunch at 11:30am and hit the slopes from noon-2pm. Upgrade to another beverage on site.

Monday and Tuesday Ticket Special (non-holiday) \$30 4 hour lift tickets for all ages non-holiday periods.

Reservation Policies:

- **Season Pass Holders:** We do not anticipate requiring advance reservations. We encourage Season pass holders to park at the newly expanded parking lot at the NW base area this season to help spread everyone out.
- **All Other Guests:** Advance Registration is required at WestMountain.com to be guaranteed. 6-pack Tubing Tickets, Programs, Winter Camps, Day Tickets, Rentals and Lessons should make reservations. Check in for all pre-reserved ticket and rental bookings will be available outdoors at the ticket windows only. All pre-reserved lesson check-ins will be available outdoors at the Snowsports window. Program participants will check in at a table set up in the courtyard the first week of programs. After check in, advance rental purchases can be picked up under the large tent near the rental shop. If you are renting and taking a lesson, please purchase in advance online and arrive well ahead of your lesson time to be at lesson line up in time. More information below.

Protective Gear (face coverings): Face coverings will be required at all times on the property except while seated and eating (see below for more details by department).

Base Lodges & Food and Beverage: Current New York state rules limit capacity in buildings and our operation plans will follow these limits. Only guests and employees warming up, using the restroom, and purchasing a quick bite to eat will be able to sit indoors and inside the heated tents for up to 30 minutes at all locations. Individuals who are bringing their own food can use our outdoor spaces or inside guest vehicles. Alcohol can only be purchased with food and consumed while seated. Masks must be worn indoors at all times, except when seated and eating. New this season, we will also have a take out window at the Main Lodge ticket windows offering burgers, sandwiches, soups and more prepared in-house daily by our chefs for outdoor enjoyment. All ski equipment, bags etc. will need to be stored outdoors within the West Mountain mobile shelving units or kept inside guest vehicles. Additionally, gearing up, including putting ski boots on, will need to happen outdoors or inside guest vehicles. The West Mountain Bar & Eatery will be available for café food menu seating and will offer a full bar. Guests when seated by the hostesses in the restaurant can order from the café menu and bar. Tables can only be occupied for up to 30 minutes.

Visiting from Out of the Area: Permitted guests will be New York state residents and individuals who meet the State of New York COVID restrictions on cross-state travel. Please make sure to follow these guidelines [HERE](#).

Physical Distancing on Chairlifts: Guests can choose to ride alone or with one or more members of their family or group.

Ski & Snowboard Rentals, Retail, & Snow Sports School Lessons: West Mountain will be offering lessons, programs and rentals this season with safety measures in place. 24-Hour advance reservations are required for tickets, rentals, programs and lessons at WestMountain.com to be guaranteed. Lesson check-in will take place outdoors at the SnowSports window. Program and Camp participants will check in at a table set up in the courtyard the first week of programs. After checking in, pre-reserved rentals can be picked up and dropped off under the tent near the rental building. All lesson participants must be dressed warmly to be outdoors during their lesson or program, and wear a face covering at all times. All safety etc. information will be emailed to participants prior to their program start date. Brand new 20-21 WM retail is available for purchase in the Main Lodge and at the Take Out Window at the Main Lodge. Hats, hoodies, T-shirts, Vests, handwarmers, gloves, snow pants, goggles, and more are available.

Alpine Racing and other Events: West Mountain will be offering alpine racing and training this season with all social distancing safety measures in place. Due to capacity restrictions, the locker room will not be available to athletes this season until further notice. All athletes have to store their skis etc. at home and gear on the outdoor shelving units during races and training. Events will be governed by the guidelines from US Ski & Snowboard, NYSSRA, USCSA, NYPHSAA, and other governing bodies.

- All athletes and family members must adhere to all safety guidelines while on the property.
- Quarantine Restrictions will be adhered to as per State guidelines
- All additional event guidelines will be available as more information becomes available.

Ski Patrol: Patients with signs/symptoms consistent with COVID-19 will not be treated or tended to by patrol unless patient has emergent trauma or respiratory distress. If only signs/symptoms are present patient will be instructed to return home immediately and contact primary provider. If patient must be treated for trauma or respiratory distress, elevated personal protective equipment consistent with COVID-19 protocols must be worn.

- Establish process for admission to clinic and limit access to patient and one family member or friend to accompany patient.
- Facilities will be cleaned, sterilized, and aired out daily and as needed.
- Hand sanitizer stations will be appropriately available.
- Patrol staff will be kept to a minimum inside, masks mandatory inside always.
- Everyone coming in to patrol will have to sign in.

Vendors, Sales Personnel and Others: All Vendors, sales personnel, town and state representatives and others must have a scheduled meeting, delivery time, etc. with the appropriate West Mountain manager ahead of visiting WM. Please call the front desk upon arrival at 518-636-3699 ext. 0 for confirmation of scheduled visit and to be permitted entry. Masks are required.

Employee Health: All employees will continue to wear masks, monitor their health, and limit travel outside the area. If employees are not feeling well, they are required to stay home. We ask that our guests join us in this practice and stay home when experiencing symptoms or feeling unwell.

Customer Health: Please Stay home if you feel sick. You can call the front desk at 518-636-3699 ext. 0 to move your reservation to another day.

Uphill Travel: West Mountain does not offer uphill travel. All visitors must purchase a ticket, have it on their person when on the property.

Smoking and Pets: Smoking and pets are not permitted on the property.

THANK YOU FOR YOUR COOPERATION

WEST MOUNTAIN TRUE TO OUR ROOTS SINCE 1961

An established ski and outdoor activities year-round community with a family-friendly atmosphere, West Mountain is the choice for an authentic upstate experience on the mountain. Nestled at the foot of the Adirondack Mountains and conveniently located off I-87, West Mountain offers a quick drive to downhill satisfaction.

Family-owned and operated since day one, West Mountain continues to evolve to meet the needs of families as well as skiing and riding loyalists and year-round outdoor enthusiasts.

Improve your skills, have fun with your family and live an active lifestyle. We care about your family, your health and your enjoyment. The new West Mountain is the year-round destination for outdoor enthusiasts seeking convenience, affordability and a real Adirondack adventure.

Welcome to West Mountain.

Contact West@WestMountain.com or call 518.636.3699