



**Winter 20/21  
Operation Overview  
November 11, 2020**

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## Introduction

Steamboat Ski & Resort Corporation (SSRC) values the health and safety of our employees, guests, and community. In response to COVID-19, we are demonstrating this commitment with the development of protocols and procedures across all our operations. These procedures and protocols have been developed after in-depth research, thoughtful discussions and deliberations along with guidance and expertise from the CDC, Colorado Department of Public Health and the Environment (CDPHE), Routt County Public Health (RCPH) and our partners at UCHealth.

We acknowledge that conditions are continually changing as COVID-19 case numbers increase or decrease in Routt County and the State. We are in close communication with RCPH and will adjust protocols, modify operations and update protocols as needed to meet changing guidance and regulations.

SSRC values our community partners and wants to share our enhanced health and safety measures. We are also asking our partners to share in this responsibility. **We are all in this Boat together.**

## Guests

General protocols and procedures have been developed and implemented across every aspect of our operations to help reduce the spread of COVID-19 and thereby help to keep our guests and community healthy.

- **Face Coverings:** Guests will be required through appropriate signage, in various languages to wear face coverings in certain areas of the resort, including, but not limited to: Shuttles; areas approaching lift mazes that will be identified as “Mask Up” zones; lift lines - loading and unloading; all indoor resort and lodging facilities. They will be encouraged to wear face coverings everywhere else, except when sitting down to eat or drink.
  - Guests are strongly encouraged to bring their own face coverings. If they arrive without one, staff will direct them to retail locations where they may be purchased. Where applicable, some staff will have disposable masks that can be handed out when a guest does not have one.
- **Physical Distancing:** Guests will be advised through various signage and other communications noted below to practice physical distancing by maintaining at least six feet of distance from other persons or groups not related or traveling together in all circumstances while at the resort.
- **Shared Responsibility:** We inform our guests and request their assistance and support for our efforts to implement health and safety guidelines for everyone’s benefit. We ask that they do the following:
  - **Follow the Routt County [5 Commitments to Containment:](#)**
    - Maintain 6 feet of social distancing.
    - Wash hands frequently with soap and water.
    - Cover your face in public.

- Stay at home if you are at risk or sick.
    - Seek testing immediately if you have symptoms.
  - Check [The Trail Forward](#), [Routt County COVID-19 webpage](#) and [CDPHE's COVID-19 website](#), social media to understand policies and regulations.
  - Make reservations for any on-mountain product in advance. These steps reduce contact and the number of stops needed at the base area and other communal spaces.
  - Read and follow all posted signs, policies and procedures at the resort.
  - Commit to the Health and Hygiene Code of Conduct, which includes health screening before arrival on mountain and committing to following all health and safety protocols.
  - Exhibit COVID-19 responsible behavior not only at the resort but also when out and about in town and at other activities. Do not plan or participate in events or parties that encourage large, non-physically distanced group gatherings.
  - When in doubt, ask any uniformed staff person for assistance.
- **Non-Adherence:** If a guest refuses to comply with our face coverings requirement or any other guideline, we will address the guest directly through a team with guest response team (GRT) of trained responders, which may, but not limited to, result in removal from the resort and premises for non-compliance.

**Reporting Risky Behavior:** Guest who want to report unsafe or risky behavior can do so in a variety of ways. They can approach any employee, who will either handle or escalate to GRT. They can email [info@steamboat.com](mailto:info@steamboat.com), call our central phone line, use the chat function on our website or provide feedback or comments through our survey that all guests receive after leaving the resort. The survey tool we utilize to capture and evaluate how we are doing as a company on your customer service.

## Operations

Below are general protocols that will be applied throughout all our operations.

- **Physical Distancing:** Signage will be displayed repeatedly throughout the resort beginning at parking locations educating guests and employees on masks, physical distancing and other protocols we expect our guests to follow. Indoor seating and tables will be positioned and/or removed to meet physical distance guidelines. Staff will closely monitor rooms to ensure tables are not being moved. Staff, including, but not limited to, managers, guest service ambassadors or other members of the GRT will be present daily in the base area and other impacted areas to remind guests of physical distancing requirements.
- **Barriers:** Barriers will be installed throughout the resort to impose physical distancing in areas that may become crowded or where physical distancing cannot occur, such as monetary transactions or boot fitting.
- **Capacity Limitations:** SSRC has developed plans to limit capacity throughout resort operations - from access to indoor spaces through the following mechanisms:

- To limit on-mountain capacity specifically during holiday and peak periods, we are tightly regulating, stand-alone lift tickets and other products. Advanced purchase tickets, packages and season pass products are the only way to guarantee mountain access. Stand-alone, single-day and multi-day lift tickets are now available for advanced purchase. Single-day lift tickets will not be offered from December 23, 2020 to January 2, 2021 and are currently only available if purchased as part of a lift and lodging package. In an effort to discourage congregating indoors and to protect the health of both our employees & guests this winter, walk-up lift tickets will not be sold at the Ticket Office. For pass holders and pre-booked packages, additional line management (e.g. specific queue times) may be necessary, especially during holiday and peak periods. Holidays are Christmas to New Year's (Dec. 18, 2020-Jan. 3, 2021), MLK weekend (Jan 16-18, 2021) and Presidents week (Feb. 13-21, 2021). Peak periods are Saturdays from January through the end of March. SSRC is currently researching technologies to help support skier queuing and is hoping to have determined whether to implement this strategy prior to opening day.
- All public indoor spaces have been evaluated for adherence to current local and state guidelines on capacity restrictions. Signage of maximum occupancy will be displayed at entrance to buildings. Staff will be equipped to track and communicate occupancy to ensure we are in compliance in our on-mountain locations by having hosts at all entrances. Retail and rental outlets will have signage at entrance to shops and staff will closely monitor flow of traffic.
- Skiers can also access the mountain by hiking/skiing uphill. SSRC and the U.S. Forest Service are reviewing the uphill access policy and will post the final policy on the resort's website when it is complete. As the resort prepares to open for the winter season, activities including trail work, equipment across runs, snowmaking, snowmobile use and snowcat operations may be active at all times of the day. These activities make it unsafe and even impassable at times for skiers or hikers and therefore, uphill access at Steamboat Ski Resort is currently now allowed. All skiers and hikers should abide by any closures and remain off the mountain until further notice.
- **Enhanced Sanitation & Disinfection:** The frequency of cleaning, sanitizing and disinfecting has been increased in all public and employee spaces using EPA List N Disinfectants for Use Against SARS-CoV-2 and effective against viruses, bacteria and other airborne or blood borne pathogens, which may be used in a combination of electrostatic sprayer and cloth applications. Cleaning and disinfecting will be conducted in adherence to [CDPHE guidelines](#). Appropriate documentation of cleanings will be recorded and stored.

## Health and Safety for Resort Operations

In addition to general health and safety measures that will be implemented throughout the resort, each department is developing specific protocols and procedures to reduce COVID-19

transmission to our guests and employees. The following section describes the health and safety approach for each aspect of resort operations. Over the next month, SSRC will work with Routt County's public health director to finalize specific protocols and procedures, technologies and equipment to be used to implement these plans. Mitigation plans will be reviewed for each department and activity and reviewed and approved by Routt County Public Health.

## Parking and Shuttles

To minimize exposure, we will follow local and state guidelines to limit rider capacity and clean the shuttles at an increased frequency. We will also require all riders and driver to wear face coverings at all times during boarding, riding and offloading of the shuttles.

Guests will be asked through parking lot signage to wear face coverings while in the lots, if six feet of physical distancing cannot be maintained. Additionally, the resort will add new skier drop off locations to minimize crowds at the transportation center and reduce the number of people riding the shuttles. In pre-arrival communications and on our website, we will encourage guests to drop off their party at the skier drop-off locations and then go park, so there will be fewer people needing to take the shuttles.

## Base Area

There will be increased signage at the base area to inform guests about face coverings and physical distancing requirements. Employees will also be assigned to the Base Area to help answer questions, discourage guests from congregating, and remind guests of Routt County's [5 Commitments to Containment](#) along with the other health and safety measures and their role in this shared process and responsibility.

## Ticketing

To reduce congestion in the base area and capacity in the ticket office and on lifts:

- At this time, daily lift tickets will not be sold onsite.
- Ticket windows will be closed and activities in the Ticket Office will be limited to fulfillment only.
- Advanced purchases and reservations are required through our website and pre-arrival communications.
- Ticket kiosks will be placed in strategic locations for pre-purchased ticket pick up providing to the extent practicable, touchless transactions.

## Gondola, Chairlifts and Lift Lines

In general, all guests will be required to wear face coverings while in lift lines and while riding chairlifts/gondola. Additional signage and visual cues will be used in the lift lines, on chairlifts and in the Gondola to direct skiers and riders and remind them of health and safety measures. To help manage access and flow of skiers/riders on the mountain, lift hours will also be modified and can be found on our website at [www.steamboat.com](http://www.steamboat.com).

- **Lift Lines:** Physically distancing naturally occurs from tip to tail when wearing ski and snowboards. Additional spacing measures will also be used, including signage, extended maze

designs and more lateral spacing to create a consistent flow of appropriately spaced traffic. For the Gondola lift line, where riders don't wear skis in line, markings, stantions and staff will help create appropriate physical distancing, regardless of the length of the line (SSRC has made additional arrangements which we believe will help allow a long, physically distanced gondola line to be achieved and monitored).

- **Gondola and Chairlifts:** SSRC will be running reduced capacity in the gondola and on chairlifts. We will encourage guests to only ride with those they have travelled with or are in same household ("related parties"). Guests who are not from the same/related party may ride a chairlift together with a minimum of one seat separating the unrelated individuals or parties, wherever possible we will encourage maximal space between different parties. Guests will self-group prior to loading while in queue before approaching the loading points and load chairlifts and the gondola with their related party up to original maximum capacity. Individuals who wish to ride alone will be allowed to do so but may have to wait until demand allows a chair or cabin to be loaded with one person. Gondola windows and air vents will remain open to promote air circulation. The gondola will be limited to no more than two separate parties with adequate spacing and not more than 50% capacity if more than one party rides in a cabin together (single parties may reach full capacity). Signs will be posted educating the guests throughout the loading terminal, in addition we will use our PA system to make frequent announcements educating our guests of the loading protocols. No one will be allowed on any lift without a mask, regardless of the reason given for not wearing one.

## On Mountain Activities

SSRC has reviewed our on-mountain activities and found that most can be operated within guidelines, however, to reduce risk of COVID-19 exposure, where necessary, some activities will be modified or eliminated. At all activity locations, signage will be posted to remind participants of the Routt County's **5 Commitments to Containment** as well as any other health and safety requirements specific to that activity.

- **Mountain Coaster:** During summer operations, SSRC developed procedures and protocols for the mountain coaster to reduce employee and guest contact, clean and sanitize high touch areas and maintain physical distancing in lines and on the ride. These same procedures will be followed through the Winter 20/21 season.
- **First Tracks:** This season, First Tracks will start at 7:45am to spread guests out while loading the gondola. There are no changes to First Tracks passes. Single First Tracks tickets will need to be purchased in advance, online. First Tracks tickets will not be sold in the Ticket Office or available on the morning of skiing/riding.

## Guest Services

- **Lost and Found:** Lost and Found services will continue to be provided with enhanced cleaning and disinfecting and or distancing and barriers.
- **Hot Chocolate and Donuts:** Daily serving of Hot Chocolate and Champagne Powder Donuts will not be available this season.

- **Mountain Tours and Clinics:** For tours and clinics that will be run during the Winter 20/21 season, advanced registration will be required to maintain limited group sizes and collect information if contact tracing is needed. In addition, tours and clinics will be limited to specific nonpeak dates and times.

**Snowshoe Tours:** Will be moved off the mountain this winter and the current plan is to make them available at the Haymaker Golf Course, subject to approval by the City of Steamboat Springs, which owns the facility and following County guidelines.

## Lodges and Restaurants

Lodges will be monitored by hosts to maintain appropriate indoor capacity. If lodges are at max COVID-19 capacity, guests may not be able to enter at that time. We are expanding our dining rooms, including a heated sprung-structure (tent) at Rendezvous, to accommodate more skiers and riders. On-mountain lodge hosts at each building entrance will manage the flow of guests into the lodges. This will help to manage overall capacity and maintain social distancing.

All on-mountain lodges will have at least two types of food service available – grab and go and fast casual dining. Gondola Joe’s Express at Thunderhead, Four Points Express and Rendezvous Tent, will have grab-and-go food and seating options both inside and outside of the lodges on a space available basis. At the Fast Casual dining locations, guests will be seated on a first come first serve basis in designated areas. Once seated, guests will order and pay through a mobile ordering system using their phone and food will be brought to the table. On-mountain dining will open for lunch 30 minutes earlier, beginning at 10:00am. This provides additional seating opportunities.

The Taco Beast will continue to roam the mountain this winter and serve tacos and Mexican fare from various locations on the mountain. In addition to the Taco Beast, Steamboat will introduce the Pizza Ranger, offering pizza delivery to the Bashor area. Details on pizza types, how to order, etc will be available closer to the winter season.

## Events & Groups

To meet current state and local regulations, the resort has cancelled our large events through February 2021. All events after that will be evaluated, based on current regulations and the ability of the event to meet current requirements. SSRC will endeavor to make decisions about event cancellations at least 60 days prior to the date of the event, subject to other factors. If SSRC hosts appropriately sized events, the resort will follow Routt County’s guidelines for event organizers; create, implement and post a site mitigation plan and complete a self-certification form.

## Communication

Regular communication with guests and our community will be critical to keep everyone informed on health and safety measures and changes to operations due to COVID-19. The following provides an overview of the communication strategies that SSRC will use through the winter to provide regularly updated information to guests and our community:

## Pre-arrival Communication

All guests who have booked packages with Central Reservation will receive a pre-arrival email, based on their advanced product purchase. In the email, we will highlight our health and safety measures at the resort, point them to the Trail Forward website, Routt County COVID-19 website and CDPHE website and ask the guests to conduct a health screening prior to arrival to ensure they are not exhibiting any signs of COVID-19 before they travel. In pre-arrival communication we will also ask the guests to commit to the Health and Hygiene Code of Conduct. We are also asking our partners, including SSWC, that coaches and athletes also commit to the Health and Hygiene Code of Conduct.

## Website and Social Media

SSRC has developed a website, [The Trail Forward](#), to communicate to guests, staff and the community about operational changes at the resort this winter. This website will be updated regularly as we finalize preparations for winter and as state and local regulation and guidance might change. Additionally, SSRC will use digital advertising, social media, guest surveys, the Steamboat app, chat function on our website and text messaging to update guests.

## Resort Signage

There will be signage throughout the resort to remind guests about health and safety requirements including hand washing, face coverings, physical distancing, and covering a sneeze or cough. Icons and phrases on the signage will match those used in pre-arrival communication and on The Trail Forward website for clarity and consistency.

## Community Engagement

SSRC is working with the Steamboat Springs Chamber, City of Steamboat Springs, Routt County and industry associations to support [Steamboat Ready, a community awareness campaign](#) that includes a website and webinars to provide information, resources and best practices for locals and businesses to meet current and future public health guidance.

In addition to Steamboat Ready, SSRC worked closely with RCPH to develop this plan and will continue to communicate with RCPH regularly to monitor compliance of implemented mitigation plans and public health orders.

## Reporting and Notifications

SSRC has developed a Crisis Communication Plan specifically if an employee or onsite guest tests positive for COVID-19 or if we are notified that a guest has tested positive. This plan complies with state and local public health orders and follows CDC best practices for reporting a positive case of COVID-19.

## Summary

SSRC understands our role to support a healthy and safe community while contributing to its economic vitality and providing sought after outdoor recreation. We do not take this responsibility lightly and are working hard to adjust our resort operations to do our best to minimize the risk for our community, employees and guests. We will continue to work closely with Routt County and our community partners to achieve a successful winter season at the resort.