



Winter COVID Operations (2020-2021)

General Information

In order to ensure Hardwood's 2020-2021 Winter season is safe and fun for all, a number of changes will be implemented in accordance with local health directives. This guide will explain our most up to date Standard Operating Procedures (SOPs) and COVID precautions. Sanitation stations, increased facility and washroom cleaning frequency as well as new signage will be found around the resort.

All staff are subject to a daily health and wellness screening, with home isolation and/or testing done as required. We ask that you do not visit Hardwood Ski and Bike if you feel unwell, or if anyone in your household or work environment is ill. These precautions will help minimize the transmission of COVID within the resort environment, while maximizing the ability for guests to take full advantage of the resort this Winter season.

Please note the date and version number at the bottom of this page, and insure it is the most up-to-date by checking our [Policies Page](#). We recommend visiting our website, following our social media channels and signing up for our monthly newsletter to ensure you are fully informed of any news and/or changes of importance.

Site Entry

Seven days a week, the drive through ticket booth will be the main point of entry for all users. Obtaining and purchasing trail passes can be done online (in advance) or at the ticket booth, allowing a day user to avoid indoor spaces entirely.

Please note:

- Cashless payments (Debit, Visa, Mastercard, Amex, Apple Pay, etc) accepted. Contactless payments preferred. Cash not accepted while COVID prevails.
- All on site trail pass purchases and redemptions will occur at the ticket booth.
- Afternoon trail passes will only be sold after 1pm. Anyone arriving at the ticketbooth prior to 1pm will need to purchase or redeem a full day trail pass, or exit the property and re-enter after 1pm.
- Rental Forms/Waivers (required for anyone planning to rent equipment) are available [online](#). Forms can be completed, printed and brought to the resort. Alternatively, forms can be picked up at the ticket booth, and completed in your car before entering the Chalet.
- Contact tracing (as required by Health Officials) will be done at the ticket booth when purchasing at the ticket booth. Please be aware that some delays could occur during busier times as a result.

Parking

Please follow signage and/or parking attendant directions when parking. Your car will be your “home base” and all baggage, food and nonessentials should remain in your car for the duration of your stay. No bag storage, change rooms or dining areas will be available inside the Chalet.

Chalet Use

There is a single entrance and exit at the front of the Chalet. Masks are required at all times while inside the Chalet. Hand sanitizer is available (and recommended for use) at the entrance and at service areas. A maximum capacity of 50 persons will be allowed inside the Chalet (Guest Services, Retail, Rentals, Services and Washrooms) at any one time. An entry attendant (AKA Bouncer) will be stationed at the entry/exit on weekends to ensure capacity limits are not breached.

Washrooms will be open and cleaned frequently to ensure a sanitary condition. Please note that at some times during the day, a washroom might be closed for a short duration for a deep cleaning. Please be respectful of cleaners, as their efforts are required for our continued operation.

No Bag Storage or Change Rooms will be available at any time.

No indoor dining at any time.

Retail Shop/Service & Repair

The Retail Shop will be open for your Nordic shopping needs. Mask wearing, capacity rules and physical distancing must be followed at all times. Any clothing that is tried on will be quarantined for 24 hours before being re-introduced to the retail floor. Online Retail will also be available this Winter.

Hardwood's Service & Repair Shop will be open for the season. Additional sanitation and quarantining of some items may cause longer than normal lead times, but this will be discussed at the time of dropoff. A full list of our services and pricing is available online.

The West Wing doors are for emergency use only, and not to be used as an entrance/exit for any other reason this Winter season.

Rentals

All rental equipment will be located in the Main Chalet (formerly the general seating area). Please refrain from bringing rentals into the Retail Shop. Rental equipment will be sanitized with government approved Covid cleaning products between users. If you or someone in your party is interested in renting a Fatbike and/or Childcarrier (Pulk), please contact Guest Services to reserve in advance.

Food Service

Myke's Big Mouth Food Truck is available to day users, but can only be accessed from outside. Physical distancing must be maintained while in queue or ordering. Grab 'n' Go items will also be made available inside the Chalet.

Additional notes regarding food/dining:

- No indoor eating shall be permitted.
- Additional picnic tables and fire pits will be available outside, but please ensure physical distance is maintained at all times.
- Additional outdoor waste bins will be available and emptied regularly. Please use them and do not litter.

Trail Etiquette

Maintain a physical distance of 2 meters between other trail users not within your household. Please be courteous and give ample room when passing other trail users. All of Hardwood Ski and Bike's trails are "one way", so maintaining physical distance can be easily accomplished.

Headquarters (HQ) and The Odell Building

Headquarters is for staff use only. No other users will be permitted.

The Odell Building is available for rent at \$250/day plus a \$50 COVID cleaning fee. Maximum capacity is 20. A fully completed and signed contract and security deposit will be required to rent, and full details can be found online. Note all prices listed are before tax.

Waxing

Waxing benches will be provided primarily outdoors. Two wax benches will be offered inside the Swix Sea container as long as reasonable use and distance is maintained. No shared waxing irons will be offered, so please bring your own. Waxing irons will be available for purchase inside our Retail Store.

Programs & Lessons

Programs will be running with many additional precautions this season.

These include but are not limited to:

- Expanded check-in space utilizing open area behind HQ
- Staggered start times
- No indoor breaks for warming/food, resulting in some shorter time blocks.
- Smaller groups (maximum of 10 people, including staff)
- Season Lease Rentals available to minimize contact points (See "Season Passes and Season Equipment Leases" below for more details.)

Lessons and Intro Clinics will be available online soon.

Season Passes & Season Equipment Leases

Season Passes will be available for pick up on your first visit of the ski season. If you've been a Season Pass member in the past, we will use the photo we have saved on file for you. If this is your first time as a Season Passholder, we will reach out to you by email and ask for a photo. Please do not make a special trip into the Chalet to pick up your pass. All Season passes will be at the Ticket Booth for pick up once we open for skiing.

Hardwood is starting an Equipment Lease option for the 2020-2021 season. For children enrolled in a Hardwood Program, a full set (boots, skis, poles) of equipment will be leased out for the entire season.

These items will be kept at your home, and may be used at your leisure for the duration of the lease/ski season. A classic set is \$250, a Skate set \$350 and a combo set is \$450 (taxes not included).

Events & Races

With the constantly changing circumstances surrounding COVID-19, Hardwood Ski and Bike has not set any Events or Races. We will work closely with our local health units and sport governing bodies to determine the possibility, if any, of running events and/or races. Should an event or race be approved, full details will be provided on our website and social media.

We will be offering our Hardwood Snowcat Groomer Tours again this year, with a modified schedule. Only members of the same household will be allowed to tour together. Scheduled Tours are offered at 2 pm and 5 pm on Saturday and Sunday. For options outside of these times, please contact Marketing@HardwoodSkiandBike.ca.

Ski Clubs

For more information or to schedule a group, please contact Info@HardwoodSkiandBike.ca to receive our Ski Club Group Booking package.

Refund policy

Refund policy can be found [here](#).

Directions

For directions to Hardwood Ski and Bike please go to [Plan Your Trip](#) or google "Hardwood Ski and Bike."

For more information call or visit our website.

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