



Winter COVID "Shutdown" 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 during the Province Wide Shutdown. 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. For the full Provincial Regulations please [CLICK HERE](#)

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.

COVID Screening & Contact Tracing

Covid Screening & Contact tracing (as required by Health Officials) will be done at the ticket booth when entering our property. Please be aware that some delays could occur during busier times as a result. To drastically reduce your wait time, you can pre-screen yourself with the HW Canatrace app [here](#). Either save a screenshot, or print out the confirmation page and bring with you to present at the ticket booth.

Site Entry

Seven days a week, the drive through ticket booth will be the point of entry for all users. Purchasing trail passes MUST be done online [HERE](#). To ensure the safety of our guests and staff, there is a limit of 500 day tickets available for purchase online. Please purchase your trail pass BEFORE you leave home, to avoid disappointment. Multipacks (6-pack, 12-pack, 24-pack) and Season Pass holders may present their pass at the ticket booth.

Please note:

- Afternoon trail passes will only be issued after 1pm. Any afternoon pass holders arriving at the ticketbooth prior to 1pm will be automatically charged for a full day ticket via our online ticket purchasing platform.
- Covid Screening and Contact tracing (as required by Health Officials) will be done at the ticket booth. Please be aware that some delays could occur during busier times as a result. To drastically reduce your wait time, you must pre-screen yourself with the HW Canatrace app [here](#). Either save a screenshot, or print out the confirmation page and bring with you to present at the ticket booth.

Parking

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

Chalet Use

A maximum capacity of **15 persons** will be allowed inside the Chalet (strictly for washroom use) at any one time. An entry attendant (AKA Bouncer) will be stationed at the entry/exit to ensure capacity limits are not breached.

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.

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 or outdoor dining at any time. Take out food is permissible. Please enjoy in your vehicle.

Outdoor

No gathering is permitted; please maintain a physical distance of 2 meters between users not within your household. Picnic tables will not be available for use, nor will fires/firepits be lit. (As per public health guidance.)

Retail Shop/Service & Repair

Retail: All clothing, accessories and equipment are available from our Retail Shop for curbside pickup. Email and phone orders are permissible purchase methods during the Shutdown. Limited Retail shopping appointments will be available by calling or emailing retail@hardwoodskiandbike.ca. Please note that even shopping appointments will be conducted outside. No "in store browsing" is permitted. Your purchase(s) will be delivered to the side West Wing door. Returns/exchanges by appointment only. Cashless payments (Debit, Visa, Mastercard, Amex, Apple Pay, etc) accepted. Contactless payments preferred. Cash not accepted while COVID prevails.

Service and Repair: Service and repairs are available. Equipment will be delivered and picked up at check-in, outside the West Wing side door. A full list of our services and pricing is available online [here](#).

Rentals

Please check the website (Rentals) for the most up to date information on rental availability.

Food Service

Myke's Big Mouth Food Truck is available to day users, but can only be accessed from outside. Hours of operation are Weekends and Holidays: 10 am to 4 pm and Monday to Friday 11 am to 3 pm. Physical distancing must be maintained while in queue or ordering.

Grab 'n' Go will be offered as takeout at Guest Services.

Additional notes regarding food/dining:

- No indoor dining shall be permitted.
- No outdoor dining shall be permitted.
- Please eat at your vehicle.

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.

Waxing

No indoor wax facilities permitted. Outdoor wax benches will be available in close proximity to

power.

Programs & Lessons

Under the provincial Shutdown **no** programs or lessons will be available.

Season Passes

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 equipment leases are **sold out** for the season.

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.

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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HardwoodSkiandBike.ca

