



Winter COVID "Red Control" 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 issued for businesses currently operating in the "Red Control" zone. This guide will explain our most up to date Standard Operating Procedures 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. Pre-screen yourself with the HW Canatrace app [here](#). Either save a screenshot, display confirmation email, 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 currently 450 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 honoured after 1pm. Any afternoon pass holders arriving at the ticketbooth prior to 1pm will be directed to proceed to Guest Services to pay the difference.

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 the Chalet.

Chalet Use

A maximum capacity of **50 persons** will be allowed inside the Chalet at any one time. When necessary, 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 dining at any time. Take out food is permissible. Please enjoy in your vehicle or at one of our outdoor picnic tables.

Outdoor

Please maintain a physical distance of 2 meters between users not within your household.

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 is also available [here](#).

Hardwood's Service & Repair Shop will be open. 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 [here](#).

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

Rentals

All rentals must be pre booked online [here](#). Equipment pick up will occur in the main Chalet. 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: 11 am to 5 pm and Monday to Friday 12 am to 3 pm. Physical distancing must be maintained and masks must be worn while in queue or ordering.

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

The Lookout Cabin will be open for Smores, Hot chocolate and other fireside snacks on most weekends.

Additional notes regarding food/dining:

- No indoor dining shall be permitted.
- Please use available garbage bins or take your garbage with you. Please 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 daily rental. Please enquire with Guest Services.

Waxing

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

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 25 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 [here](#).

Season Passes

Season Passes are no longer available for the 2020/21 ski season.

Hardwood seasonal equipment leases are **sold out** for the 2020/21 ski 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

