



**HARDWOOD**  
*ski and bike*  
cross country | mountain bike



## COVID “Stay-at-Home” Operations 2021

### General Information

In order to ensure Hardwood's is safe and fun for all, a number of changes will be implemented in accordance with local health directives issued for businesses operating in the “Stay at Home order” in Stage 1 as per O.Reg 82/20. 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 season.

Please note the date and version number at the bottom of this page, and ensure 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 chalet or ticketbooth (when open). Please be aware that some delays could occur during busier times as a result. You must complete the HW Canatrace active screening tool each time you visit hardwood. Canatrace link can be found on our website or [here](#). Either save a screenshot, display confirmation email, or print out the confirmation page and bring it with you to present at the ticket booth.

### Trail Passes

Trail Passes must be purchased online [here](#). Redeem/pick up your trail pass at the ticket booth on weekends and holidays or after 4pm on weekdays. Monday to Friday 9am to 4pm passes will be available for redemption/pick up at the main chalet.

### Parking

Parking will be in the main “lower” lot unless the upper lot is open. 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 **15 persons** will be allowed inside the Chalet at any one time. Chalet access is only permitted for washroom and/or bottle fill station 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. Touch points will be sanitized multiple times during the day using a certified disinfectant.

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. Changing in the washrooms is prohibited.

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.

### **Outdoor**

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

### **Retail Shop**

The Retail Shop will be open for phone (705.487.3775) or email (Retail@HardwoodSkiandBike.ca) orders and curbside pick up only. Mask wearing, capacity rules and physical distancing must be followed at all times when waiting for your purchases. Online Retail is also available [here](#).

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

### **Service & Repair**

Hardwood's Service & Repair Shop will be open for curbside pickup. 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](#).

### **Rentals**

Hardwood's Rental offerings will be available for online reservations with curbside pickup. Disinfecting of the rental equipment includes sanitizing of the handlebars, saddle, and toptube of all bicycles using a certified disinfectant before and after each use. Helmets will be sprayed with certified disinfectant before and after each use, and rented no more than once daily. Additional sanitation and quarantining of some items may cause longer than normal lead times. A full list of our rental offerings is available online [here](#).

### **Food Service**

Myke's Big Mouth Food Truck will be open on Weekends and holidays from 11am to 4 pm, and on select Weekdays from 11 am to 3 pm.

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

Additional notes regarding food/dining:

- No indoor or outdoor dining shall be permitted. Food must be enjoyed in your vehicle, or taken with you.

- Please use available garbage bins or take your garbage with you. Please do not litter.

### **Trail Etiquette**

All of our trails are clearly signed and one way only. If you need to pass another trail user, call your pass and allow at least 2 meters distance to pass.

### **Headquarters (HQ) and The Odell Building**

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

### **Programs & Lessons**

Adult and children's lessons and programs are not permitted at this time. We hope to offer our programs upon return to colour-coded zones (Red or better).

### **Season Passes**

Season Passes are available for purchase [here](#). Season pass packages will be available for pick up at Guest Services in the Main Chalet.

### **Events & Races**

Hardwood Ski and Bike is planning to run and host a number of Mountain Bike and Trail Running events this year, in consultation with local health authorities and sport governing bodies. Please see our event calendar [here](#) for the most up to date information.

### **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.

**402 Old Barrie Road W**, Oro-Medonte, ON

**705.487.3775**

**HardwoodSkiandBike.ca**

