



# HARDWOOD

*ski and bike*  
cross country | mountain bike



## Operations and Covid Safety Protocols Winter (2021-2022)

### General Information

In order to ensure Hardwood's 2021-2022 Winter season is safe and fun for all, a number of policies and procedures will be implemented in accordance/compliance with local health directives for business' operating in: "Step 3" O.Reg 364/20. This guide will explain our most up to date Standard Operating Procedures (SOPs) and COVID precautions. Sanitation stations, increased facility and washroom cleaning frequency, reduced capacities, limited indoor access, and safety signage will be utilized at the resort this Winter.

All staff are subject to an active daily health and wellness (Covid) screening as per current Health regulations, with home isolation and/or testing done as required. We ask that guests do not visit Hardwood Ski and Bike if they feel unwell, or if anyone in their 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 trails this Winter 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.

### Site Entry

Seven days a week, the drive through ticket booth will be the main point of entry for all users. Purchasing trail passes must be done online (in advance), with redemption onsite occurring at the ticketbooth, allowing a day user to avoid indoor spaces entirely if they so choose.

Please note:

- Ticket redemptions will occur at the ticket booth. Tickets MUST be purchased in advance and can not be purchased at the ticket booth. Please visit our website [HERE](#) for purchase (starting Dec 1<sup>st</sup>)
- Available Daily trail tickets will be limited to 500, in order to maintain safety and avoid overcrowding.

- Afternoon trail passes will only be redeemed 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 purchases are also only available online. Please visit our website [HERE](#) for purchase (starting Dec 1<sup>st</sup>)

### **Parking**

Please follow signage and/or parking attendant directions when parking. Saturdays, Sundays and holidays, season's pass holders and day ticket holders park in the main (upper) lot. 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 100 persons (reduced from actual capacity of 300) will be allowed inside the Chalet (Guest Services, Retail, Rentals, Services and Washrooms) at any one time.

Indoor 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. A small number of outdoor storage racks are available outside of the Odell building. Hardwood Ski and Bike takes no responsibility for the supervision of your belongings.

No indoor dining at any time. In order to maximize the safety of all staff and guests, we will once again be encouraging users to enjoy their time outside as much as possible.

### **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. 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 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 only be rented to one user per day, and will be sanitized with government approved Covid cleaning products after each use.

## 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 by private groups for \$300/day on weekends. The renter is responsible for ensuring that all current public health regulations/policies are adhered to for indoor meeting spaces. Please email [info@hardwoodskiandbike.ca](mailto:info@hardwoodskiandbike.ca) for booking information. The room capacity is 30 people at one time.

## Waxing

Waxing benches will be provided primarily outdoors. Two wax benches will be offered inside the Swix Sea container so long as reasonable use and distance is maintained. Masks are mandatory inside the Swix Sea container. 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 and lessons will be running with many additional precautions this season.

- All participants must present a daily covid screening via the Hardwood Canatrace app [HERE](#). Either save a screenshot, or print out the confirmation page.

- Expanded check-in space.
- Indoor warm up time for children will be on an “as needed” basis, with only one cohort inside a space at one time (face covering required).

Lessons and Intro Clinics will be available online [HERE](#).

### 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 holder in the past, we will use the photo we have saved on file. If this is your first time as a Season Passholder, we may reach out to you by email and ask for a photo if it wasn't provided in the registration. 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.

### Events & Races

Hardwood Ski and Bike is planning to host several of our popular events once again this year. The events will follow all government and public health regulations. See our tentative event list [HERE](#).

We will be offering our Hardwood Snowcat Groomer Tours again this year, with a modified schedule. Only members of the same household or group will be allowed to tour together. Those outside of the same household may not tour without showing proof of vaccination. Scheduled Tours are offered at 2 pm on Saturdays and Sundays. For options outside of these times, please contact [Marketing@HardwoodSkiandBike.ca](mailto:Marketing@HardwoodSkiandBike.ca).

### 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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