



Summer Resort Operations 2023

General Information

In order to ensure your visit to Hardwood is fun and safe, this guide will explain our most up-to-date Standard Operating Procedures and Policies.

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.

Trail Passes

Trail Passes must be purchased online [here](#). Redeem/pick up your trail pass in the main chalet. After hours riders must print their ticket and leave it in the window of their car or produce their online receipt when stopped by patrol or a staff on trail or in the parking lot.

Parking

Parking will be in the main “lower” lot unless the larger upper lot is open. There is no customer parking around the main chalet. Cars are not permitted to stay on the property overnight. Event camping is excluded.

Chalet Use

A maximum capacity of **300 persons** will be allowed inside the Chalet at any one time.

There is a single entrance and exit at the front of the Chalet and two beside the Food Trailer. Several tables will be available for indoor dining. Any personal items left unattended on dining tables will be moved to Lost and Found.

Washrooms are available during chalet hours. Porta-Potties will be available in the upper parking lot for use at any time.

Bag Storage will be available in the basement of the chalet. All bags left in public areas will be placed in Lost and Found.

Retail Shop

The Retail Shop will be open for in person shopping/service daily from 9am-5pm. Phone and email orders are also available (Retail@HardwoodSkiandBike.ca). Staff will be available to assist you with all of your needs. 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 is open. A full list of our services and pricing is available online [here](#).

Rentals

Hardwood's Rental offerings will be available for online reservations. 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. A full list of our rental offerings is available online [here](#).

Food Service

Cravings at Hardwood will be available Wednesday - Sunday. A variety of delicious options will be available.

Grab 'n' Go snack items, salads, wraps, sandwiches and more will be available in the main chalet.

Hardwood Ski and Bike is licensed. Beer, Cider and wine are available at the food trailer OR at the front desk. Alcoholic beverages must remain in the licensed area.

Additional notes regarding food/dining:

- Indoor or outdoor dining will be available.
- Please use available garbage bins or take your garbage with you. Please do not litter.

Trail Etiquette

- Helmets are required while anywhere on the property on a bike.
- All of our trails are clearly signed and are one way only.
- If you need to pass another trail user, call your pass and allow at least 2 meters distance to pass.
- Dogs are NOT permitted on the trails. They are welcome around the chalet area if leashed.
- A valid trail pass must be visible on your bike.

Headquarters (HQ) and The Odell Building

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

The Odell Building is available for rental use during the Months of May, June, September and October.



Programs & Lessons

Adult and children's lessons and programs are running at full capacity this season. Visit our Website for information. Contact Guest Services for private lessons at 705.487.3775.

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 [Directions](#) or google "Hardwood Ski and Bike."

For more information call or visit our website.

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705.487.3775

HardwoodSkiandBike.ca

