



HARDWOOD
ski and bike
cross country | mountain bike



Winter Operations & Safety Protocols (2023-2024)

General Information

Hardwood wants to ensure the 2023-2024 Winter season is safe and fun for all. This guide will explain our most up to date Standard Operating Procedures (SOPs) and safety precautions that are utilized at the resort this Winter.

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

On Weekends, the drive-through ticket booth is the main point of entry for all users. For expediency, we strongly recommend purchasing trail passes online (in advance), with redemption (for day users) or sign in (for season pass holders) occurring at the ticket booth. Monday to Friday, we recommend purchasing trail passes online (in advance), with redemption (for day users) or sign in (for season pass holders) prior to accessing the trails occurring in the Main Chalet.

Please note:

- Tickets, whenever possible, should be purchased in advance and can not be purchased at the ticket booth. Please visit our website [HERE](#) for purchase (Once we open for Skiing).
- Available Daily trail tickets will be limited to 500, in order to maintain safety and avoid overcrowding.
- Afternoon trail passes are only valid after 1pm. Anyone arriving at Hardwood prior to 1pm will need to purchase or redeem a full day trail pass, or exit the property and re-enter after 1pm.
- We strongly encourage booking rentals online in advance. Please visit our website [HERE](#) for rental reservations (Once we open for Skiing).

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) Parking Lot, or at The

Sochi Extension Parking Lot.

Chalet Use

There is an entrance and exit at the front of the Chalet, along with two entrances and exits at the food trailer. A maximum capacity of 300 persons are allowed inside the Chalet (Guest Services, Retail, Rentals, Services and Washrooms) at any one time.

Indoor washrooms are open and cleaned frequently to ensure a sanitary condition. If an issue is found with the condition or stocking of the restroom, please advise Guest Services so it may be addressed promptly.

Public Bag Storage is available outside the main washrooms in the basement of the Chalet. This room is monitored by video surveillance and no changing in open spaces is permitted. Hardwood Ski and Bike takes no responsibility for the supervision of your belongings. Bags and other belongings may not be left on tables. All unattended bags left outside of the bag storage area will be moved to the bag storage area in the basement of the Chalet.

Retail Shop/Service & Repair

The Retail Shop, located in the Main Chalet, is open for all your Nordic shopping needs. Fitting rooms are available. Online Retail can be accessed 24 hours a day [HERE](#).

Hardwood's Service & Repair Shop, located in the Main Chalet, is open year round. A full list of our winter 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 rental equipment is located in the Odell Building (across from main Chalet). Please refrain from bringing rentals into the Chalet.

Food Service

NEW Trails End Cafe will be open daily with homemade and delicious menu items. Espresso coffees will also be a new addition to the menu. Grab 'n' Go items are available inside the Chalet all week long.

The Hardwood Ski and Bike Bar will be open with beer and wine options on most weekends and holidays. Beer is available at Guest Services if the Bar is closed.

Indoor dining will be available inside the Main Chalet. Picnic tables will be available outside also.

The Lookout Cabin will be operating on most weekends (11am - 3pm) offering hot chocolate, s'mores and other snacks.

Additional notes regarding food/dining:

- Alcohol must remain in the Main Chalet or the designated Patio area.
- Indoor and outdoor waste bins will be available and emptied regularly. Please use them and do not litter.

Members Lounge

The Members Lounge will be available only to existing Locker Holders (Shareholders and Platinum Members). Limited Platinum memberships are available.

Trail Etiquette

Please be courteous and give ample room when passing other trail users. All of Hardwood Ski and Bike's trails are one way for safety.

Please do not Walk, Skate, Snowshoe or Fatbike on the Classic Tracks.

Dogs are NOT permitted on Ski Trails or inside buildings.

Headquarters (HQ)

The Headquarters building is for staff use only.

Waxing

Waxing benches will be provided outdoors and in the sea container beside the West Wing. No shared waxing irons will be offered, so please bring your own. Waxing irons and benches are available for purchase inside our Retail Store. Fluorinated wax is not permitted at Hardwood Ski and Bike. Read our Fluoro Policy [HERE](#).

Programs & Lessons

Many Programs and lessons are available this season. There is something for ages 4 to 99+. Lessons and Intro Clinics are 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 Pass holder, we may reach out to you by email and ask for a photo if it wasn't provided in the registration. Please come to Guest Services inside the Main Chalet to pick up your Season Pass

(Preferably before January 7th). All Youth Program participants will receive their pass from their instructor.

Events & Races

Hardwood Ski and Bike is planning to host several of our popular events once again this year. Check our website [HERE](#).

We will be offering our Hardwood Snowcat Groomer Tours again this year, with a modified schedule. Scheduled Tours are offered at 3 pm on Saturdays and Sundays. For options outside of these times, please contact 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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HardwoodSkiandBike.ca

