

Holiday Valley

Holiday Valley Winter Operations Update

The sudden change in weather has us thinking about the approaching 2020-2021 ski season. While we consider ourselves lucky that the sports we love—skiing and riding—take place in a beautiful outdoor location that is spread out over hundreds of acres, we are committed to taking all necessary precautions to preserve and protect the health and safety of our guests and employees.

We're also fortunate that our resort features numerous access points—from the SnowPine condominiums to the Tannenbaum Lodge—and that we have plenty of quad chairlifts to keep people moving around the mountain at peak times. We also have several beautiful, spacious base lodges for our guests to take warm up and lunch breaks on long winter days.

Despite the many benefits that allow us to enjoy an activity that can be both social AND socially-distant, we are making many changes in light of New York State's regulations, the National Ski Areas Association's list of best practices, and guidance put out by the Ski Areas of New York Association. While the details of these plans may change, the major themes of mask wearing, physical distancing and cleaning/sanitation protocols will remain at the forefront.

Getting Ready for the 2020-2021 Season

Fall is always an important time for training at Holiday Valley and this year will be even more critical as we educate our winter staff on our new COVID protocols for face coverings, social distancing, cleaning and sanitizing, health screenings and more.

Holiday Valley will open for the season on the day after Thanksgiving, weather permitting. As the momentum builds during December, we will fine-tune our new processes before the Christmas holiday.

Our powerful snowmaking system allows us to take full advantage of weather windows, and we are committed to opening as many slopes as possible as early as the weather allows. Every season, we develop a strategy for opening terrain for all skier levels, from beginner to expert, and this year will be no different.

If needed, we are prepared to tailor resort access based on the relationship between demand and open terrain. We strongly encourage you to purchase your tickets online in advance of your visit; buy early for the best deals.

Currently, we aren't planning to place restrictions on passholders or require an advance reservation. To ease the potential strain during peak periods, we are planning to open Yodeler and Mardi Gras lifts for Classic passholders at 8 am every Saturday between December 26th and February 27th.

With more people working remotely these days, we encourage our guests who can visit during off-peak hours to do so.

A Note on Face Coverings

We're lucky that wearing protective gear such as gloves, goggles and face masks is already part of the skiing and riding experience. Our current policy is that face coverings are required at all times unless seated to eat or drink, or in an outdoor location where social distancing is readily achievable. You will need to wear a face covering in the lodges (including restrooms, rental and retail areas), in lift lines, on lifts, and whenever you interact with any of our employees.

We recommend carrying an extra face covering with you in case yours is lost or freezes up from moisture. The Mountain Shop carries reusable face masks and neck gaiters.

Base Lodges and Indoor Spaces

Indoor space this season will be very limited and we're asking all of our guests to help by getting ready at their cars, going straight to the lift, and, where possible, avoiding the lodges entirely. Plan to operate out of your car like it was your private base lodge and bring snacks with you to refuel throughout the day.

We have rearranged our lodges to reduce capacity in the dining areas by 50%, pursuant to New York State guidance. We will have greeters at lodge access points who will help us comply with these new limitations. This year, we are asking all guests to minimize the time that they spend indoors. This will reduce everyone's exposure risk and allow us to accommodate skiers and riders who need to access a lodge to warm up, grab a bite to eat, or use the restroom. To promote the goal of minimizing time indoors, we will be implementing some changes:



Lodges will act more as a "warming hut" for skiers and riders this season with a limited menu and new entry and exit points.



We will monitor the space available in our dining areas and limit access if no seating is available. Table space is available only for guests who are dining. Picnicking is allowed in designated locations, but we ask that you do not bring anything into the lodge until your group is ready to dine. No crock pots or electric devices are permitted in the lodges this year.



Guests may not leave any personal belongings in the lodge, except in a locker. We strongly recommend that you leave all possessions in your car or at your hotel room. Day lockers are available in the rental shop area at the Main Lodge, at Yodeler Lodge and at Tannenbaum.

Guests who lodge with us have the added convenience of a private, indoor space just steps away from the slopes. We're also planning to offer up our conference rooms for guests who are coming with a group and would like to book a private space. Give us a call at 716-699-2345 to book a room.

Warming Huts

The warming huts at the top of Cindy's and Champagne will be open this season with limited capacity. These spaces will be cleaned regularly. As with other indoor spaces, we ask that you use the warming huts sparingly and limit your time inside to make them more available to everyone who needs them. On busy weekends, we will monitor the capacity inside warming huts.

Chairlifts and Lift Lines

Holiday Valley's eleven quad chairlifts will be loaded in a way that allows for physical distancing. Guests have the opportunity to ride only with members of their traveling party. Singles may pair up with one other person, unless they elect to ride alone. Masks covering the nose and mouth are required in lift lines and while riding lifts.

Our lift lines will be spaced to allow for physical distancing—both front to back and side to side. You'll also notice increased signage to ensure a consistent flow of appropriately spaced traffic.

Rentals

Save time on the day of your visit by pre-purchasing rental equipment online. To ease congestion in the rental shop area, we will be spreading out the registration area and making use of outdoor spaces whenever possible. If you plan to rent gear, please be prepared to wait in an outdoor queue as the capacity in the rental shop will be limited. Rental equipment, including helmets, will be sanitized between uses.

Day lockers are available in the rental shop area, but we ask that you try to minimize the number of trips to your locker throughout the day. During busy times, you may need to wait in line to access your locker.

Snowsports School

We are pleased to offer private and group ski and ride lessons for ages three to adult. We strongly recommend that you register in advance to any group lesson, day or night. Advance reservations are required for private lessons and children under the age of six. Please call the Creekside Lodge to reserve private lessons.

We'll be taking advantage of our outdoor spaces and adjusting the entrances and exits at the Creekside Lodge to provide for one-directional traffic wherever possible. We have also made changes to the lesson schedule to allow for greater distancing during lunch and hot cocoa breaks.

All snowsports students and instructors must wear face coverings during the lesson. If desired, parents may accompany children five and under during lessons to assist the child.

Lost and Found

Items such as skis and snowboards that are left behind will be sanitized and taken to our Lost and Found, located in the Guest Services Office at the Resort Service Center. Cell phones, wallets, jackets and similar items will be sealed in a plastic bag and taken to the Lost and Found. Items that are worn close to the body, such as neck gaiters or socks, will be disposed of.

Employee Protections

In accordance with New York State law, all employees undergo a daily health screening before beginning their shift. Employees who are not feeling well are required to stay home. Employees are required to wear face coverings while at work for the protection of themselves, their coworkers and our guests. We ask that all HV skiers and riders join us in this practice and stay home when they are not feeling well.

