



COVID-19 PROTOCOL WINTER 2020-21

Effective November 28, 2020

"Outdoors Is In, AND Indoors Is Out!"

"Don't Be The Reason, We Lose Our Season."

Song and Labrador will be strictly enforcing NYS and CDC guidelines during the winter of 2020-21. All guidelines stipulated below can change at any time without notice. DO NOT come to Song or Labrador if you are experiencing any COVID-19 or FLU like symptoms. **PLEASE READ PROTOCOL CAREFULLY** and plan accordingly.

I. RESORT WIDE

- A. Physical Distancing** – While on the premises of Song or Labrador, all individuals, anywhere at any time, unless safety or the core activity requires a shorter distance, must maintain a distance of six feet, except for individuals who are members of the same party/household/family.
- B. Face Coverings**
 - 1. Entry to Song or Labrador will be permitted ONLY to those individuals, ages 3 and up, wearing an acceptable face covering, in an acceptable manner (nose & mouth).
 - 2. Individuals who fail to wear face coverings will be denied entry to Song or Labrador per NYS law.
 - 3. Temporary removal of face coverings will be permitted, so long as you are **SEATED** in a designated area, while maintaining six feet of distance (except members of the same party/household/family) as follows:
 - a. Eating and/or drinking.
 - b. Skiing or Snow Boarding **DOWN** the Mountain.
 - 4. **BOTTOM LINE...** Unless you are seated and eating or drinking or skiing down the mountain, **YOU MUST BE WEARING A MASK!**
- C. Contact Tracing** – Any information gathered will be held strictly confidential and will only be provided to appropriate government personnel as needed to comply with NYS Contact Tracing guidelines. At this time, daily reservations will NOT be required.
 - 1. **Season Passes** – All restricted and unrestricted season passes holders (picture passes) will be required to register their attendance via our website SkiCNY.com each day that they will be at either mountain. The following information will be collected:
 - a. Number of people in your party.
 - b. Name on Pass.
 - c. Pass Number, 4 or 5 digits. You will not know your pass number(s) until it has been printed.
 - d. When and where you will be skiing. You must specify date and mountain.
 - e. You must register each time you come.
 - 2. **Day Tickets** – Anyone purchasing a day ticket, lesson, rental, etc. will be asked to provide the following information at the time of purchase. Valid ID may be required.
 - a. Name.
 - b. Phone Number.
 - c. Address.
 - d. Number of people in your party.

II. SKI LIFTS

- A.** While in lift lines (corrals), all individuals must maintain a distance of six feet and wear a mask.
- B.** ONLY members of the same party/household/family may ride in the same chair.
- C. IF YOU ARRIVE TOGETHER, YOU CAN RIDE TOGETHER.**
- D.** A "Singles Line" will be for singles only and you must ride alone. Do not ask anyone to "buddy up".
- E.** While riding lifts, face coverings and gloves are mandatory.

III. LODGES – 50% Capacity

- A.** Please plan to use your vehicle as your locker.
- B.** Limit time in the lodges to 15-30 minutes.
- C.** Red strobe lights have been installed at each entrance with appropriate signage.
- D.** If the red strobe light is on, that building or room is at 50% capacity. DO NOT ENTER while red strobe is flashing. You may be forced to wait before entering any building.

III. LODGES (continued)

- E. Seats per table are limited by table size, or the NYS maximum of 10, whichever is less. **DO NOT EVER REARRANGE TABLES.**
- F. Only members of the party/household/family are allowed to share a table.
- G. Boots, shoes, bags, clothing, etc. will not be allowed to be left unsecured in any lodge. Daily locker rentals at both mountains are available. **UNATTENDED GEAR WILL BE REMOVED.**
- H. Hand hygiene stations have been installed throughout both facilities. Please utilize them often.
- I. On peak days, "Hanging Out" or "Camping Out" in the lodges will **NOT BE PERMITTED.**

IV. REST ROOMS – 50% Capacity

- A. The number of persons allowed in each bathroom will be designated at its entrance.
- B. Port-o-potties will also be stationed around the base of each mountain as necessary.

V. FOOD & BEVERAGE**A. Cafeterias** – 50% Capacity

- 1. Face coverings are required when going through the cafeteria line.
- 2. Maintain six feet distancing at all times.
- 3. Grab-n-Go available with online ordering at SkiCNY.com.
 - a. Before you submit your order, please ensure that you have specified café or restaurant, and mountain where you are skiing, Song or Labrador.
 - b. Pick up locations for each mountain will be determined.
- 4. Some outdoor seating will be available.
- 5. Please throw away all garbage and leave table as clean as possible.

B. Restaurants – 50% Capacity

- 1. Masks required unless seated.
- 2. Table seating is limited by table size, or the NYS maximum of 10, whichever is less.
- 3. Table sharing is only allowed by members of the same party/household/family.
- 4. Grab-n-Go available with online ordering at SkiCNY.com.
 - a. Before you submit your order, please ensure that you have specified café or restaurant, and mountain where you are skiing, Song or Labrador.
 - b. Pick up locations for each mountain will be determined.
- 5. Some outdoor seating will be available.
- 6. Closing no later than 10:00 PM.

VI. RENTAL SHOP – 50% Capacity

- A. Maintain six feet distancing at all times.
- B. Only those people being fitted will be allowed inside the rental area. Members of the same party/household/family not renting equipment must wait outside.
- C. One-way foot traffic will be maintained through rental areas. Please ensure you understand where, when, and how to return your rental equipment.
- D. All equipment will be thoroughly cleaned and disinfected between uses.
- E. No sharing of ANY rented equipment will be allowed.

VII. LESSONS

- A. Reservations are required 24-48 hours in advance. Walk-ins will be taken if possible.
- B. All those enrolled in Adult or Kids lessons will be screened by means of a temperature check and a COVID-19 questionnaire. Those failing any test will not be permitted in a lesson.
- C. Song Bird / Kids' Towne
 - 1. 2 hour lessons.
 - 2. Minimum ages may be raised.
 - 3. A parent or guardian is required to check children in and out.
 - 4. For morning sessions, arrival time is 09:30a-09:50a with pick up at Noon. For afternoon sessions, arrival time is 12:30p-12:50p with pick up at 03:00p.
 - 5. If child needs to rent equipment, allow an extra ½ hour.
 - 6. **PLEASE ARRIVE ON TIME. NO EXCEPTIONS.**
 - 7. Children will be placed into groups at check-in based on age, ability, and class size.
 - 8. No personal belongings can be stored in respective lodges.

VIII. SEASONAL LOCKER ROOMS – 50% Capacity

- A. The number of persons allowed in each locker room will be designated at its entrance.
- B. Make unnecessary persons wait outside and minimize your time in locker rooms.
- C. Utilize hand sanitizers often.