



November 5, 2020

FROM THE GENERAL MANAGER

As I always tell my team at Red Lodge Mountain, it's all about snow and right now we have it. If Mother Nature continues to cooperate, we plan to open for skiing and riding on Friday, November 27, 2020 and stay open through Sunday, April 11, 2021. To stay open all season we will need the **help and cooperation of all of you**. As a result of COVID-19, we have implemented new policies and procedures for the safety of our guests, staff, and local communities. These policies are similar to ones you have already encountered in your day-to-day activities. When you come ski and ride please follow the safety guidelines below and visit our [COVID-19 page](#) prior to arrival for more details. www.redlodgemountain.com/covid-19/mountain-operations/

- **Wear a face covering.** Face coverings over both the nose and mouth will be required for guests and employees ages 5 & older in all aspects of operation including while indoors, loading and unloading chairlifts, in all lines both indoor and outdoor - including lift lines, on guest shuttles, and during all ski and snowboard lessons.
- **Practice Physical Distancing.** Skiing and snowboarding provides great natural distancing when out on the slopes. The pinch points will be inside our facilities and in lines, so pay attention to markings and signage providing information on how to maintain a 6' distance from other patrons.
- **Wash Your Hands.** While we will be increasing the frequency of cleaning and disinfecting, we are counting on you to help reduce the spread of germs across surfaces. Washing your hands is the best way you can to that.
- **If you aren't feeling 100%, please stay home and take care of yourself.** This one is especially important for us as a small operation. If we have an outbreak or a mandatory quarantine of an entire department, we may be forced to close the mountain.
- **Traveling from out of state?** Please review travel guidelines from your local health authority, as well as the State of Montana (www.covid19.mt.gov).

Like many businesses across Montana, we are facing changes to our operations in a big way. Along with the policies above we are asking that you take time to become familiar with the changes below.

- While operations this year will certainly look different, we are glad to announce that at this time we do not anticipate using a reservation system for Season Pass and 6-Tix holders.
- **Buy lift tickets online and in advance.** Our goal is to ensure Season Pass and 6-Tix holders have the ability to ski whichever days they want. To do this we will need to limit the number of lift tickets sold. The best way to guarantee yourself a lift ticket is to purchase a ticket online and in advance, which also allows you to get the best deal. While we have plenty of acres on the mountain to space out skiers,

pinch points such as lodges, parking, and guest shuttles necessitate we limit the number of skiers on the Mountain.

- **My Vehicle is My Lodge.** With capacity within our lodges significantly restricted this season, you should plan to use your car as your base lodge to put on your gear, warm up, take breaks and eat your lunch.
- **Lodge seating for Food & Beverage service only.** To comply with safety guidelines, seating has been spaced out to allow for physical distancing. This has resulted in a 40% reduction in seats. To offset this reduction, the Bierstube, Midway Lodge, and Main Lodge will all be open 7-days a week and have a host to seat you and your party. There will be no open seating and no brown bag lunches within any food and beverage outlet. During weekends and holidays, consider adjusting the time of your meal earlier or later to avoid waiting for a table.
- The **Bierstube** will be taking reservations to help spread guests out. There will still be some walk-in availability, but it will be very limited. Visit our website to save your seat: www.redlodgemountain.com/food
- **Main Lodge** is adding an outdoor express window to service the Main Lodge deck and offer Grab-n-Go food options to take to your car or on the lift.
- **Prerogative Kitchen** will be serving slope side Grab-n-Go food from the Yurt. They will operating Fridays, weekends and holidays.
- **Arrive Together – Ride Together.** To provide safe lift service, we will only be loading chairs with those skiing/riding together. While we won't have a designated singles line, single skiers and riders will have the option to ride alone via the normal lift line.
- **Snowsports Lessons.** Face coverings will be required for all lessons. Class size of all lessons will be reduced to allow participants to physically distance when instruction is provided. Children too young ride lifts alone will need an adult to accompany them in the lesson. Training Team will operate this year with some changes. Those changes will be provided as we get closer to sign up in December.
- **RFID Technology.** Thanks to our new RFID ultra-high frequency cards, you can leave your season pass, 6-tix, or lift ticket in your pocket to be scanned. Our lift operators will greet you with a quick swish of the hand scanner, and you'll be on your way. Just remember, your card must be in a pocket by itself in order to scan properly.
- **Save your Lift Ticket (RFID Card) and reload your next ski day online.** Not only is reloading your RFID Card super easy, it's also eco-friendly. In order to reload, visit www.redlodgemountain.com/reload and enter the 20-digit number located on the back of your card online. Then on your next visit, you can skip the ticket office and go directly to the lift.

Again, our primary focus is to ensure the health and safety of our guests, staff, and local communities, while

providing the same great skiing and riding as always. We have spent many hours planning, modifying, and investing in our processes to adhere to the health and safety guidelines of Carbon County, the State of Montana, and the CDC, along with recommendations issued by the National Ski Areas Association. Keep in mind that our operating plans may change as the situation evolves this season and we will all need to be flexible. Stay tuned to our website and e-newsletter for any updates. www.redlodgemountain.com/Covid-19/Mountain-ops

I hope you will join me in embracing the changes we are facing and do your part to keep our ski season going strong into April. I look forward to seeing you out on the slopes!

Jeff Schmidt
General Manager
Red Lodge Mountain