

# COVID-19 Q&A



To have the best season possible Mount Peter will follow NYS guidelines for COVID-19 listed by the Department of Health and the State of New York. We ask that all members of the race team, season passholders, ski school participants, tubing participants, guests and parents follow the guidelines. Our top priority is the health and safety of our staff and guests. We are committed to health, safety, and cleanliness. These are ever changing times and these procedures and rules may change at any time.

**Q: What extra precautions has the mountain taken to clean and sanitize the facilities and equipment?**

**A:** Mount Peter has partnered with Ultra-Tech Lighting, who has developed Sterile-Bright, a multi-tiered approach to surface and air sterilization. Using a combination of a powerful UV light that directly eliminates and sterilizes surfaces and spaces from pathogens, this technology offers a comprehensive and effective non-chemical approach to keeping the facilities clean and customers feeling confident while enjoying everything Mount Peter has to offer.

Upon arriving at the mountain, guests will see several of these environmentally friendly and safe lights stationed throughout the Base Lodge, Sunrise Lodge, Tubing Hill and next to and inside the Rental Facility.

Powerful enough to clean and sterilize areas of all shapes and sizes, the lights pose no safety concerns for the guests at Mount Peter. Each light has specific safety measures in place, removing any access or control to the guests or children who may have curious hands. The lights will run on a consistent schedule to sanitize each area before, during and after operational hours.

**Q: How will you be managing capacity restrictions?**

**A:** Mount Peter will sell daily lift tickets online, and only a certain amount will be sold, which will assist us in limiting sales. Currently season pass holders do not need to reserve in advance, but as the season progresses, if capacity restrictions either tighten or the projected number of season pass holders on the mountain at any time is too high, we may ask pass holders to secure their spot for the day online. Our online store will indicate when a day is fully booked.

**Q: Will face masks be required?**

**A:** All employees, skiing, riding and tubing participants, athletes and guests must wear a face covering at all times. Mask wearing is always required except when actively skiing or riding and while eating or drinking. Social distancing should be practiced by all.

**Q: What is required of me while I am at the mountain?**

**A:** We ask all guests to wear a mask, social distance and follow the NYS Safety Guidelines so we may remain open. Tailgating is not allowed at Mount Peter. Alcoholic Beverages may not be consumed unless purchased at Mount Peter. We ask that you use your car as your base lodge. Boot up at your car and follow instructions from parking and mountain ambassador staff. Please do not be the reason we lose our season!

**Q: When I arrive, where should I park?**

**A:** On weekends and holiday periods, upon arriving, you will be greeted by a member of our staff who will guide you to your parking area. This year, we will have dedicated parking areas for season pass holders, lift ticket and rental purchasers, tubing participants, race team members, and employees. During a non-holiday weekday, if there is no greeter, you may park in the lot and have 1 member of your party proceed to the ticket office to complete your check in.

**Q: What do I need to do before arrival and on arrival day?**

**A:** All lift tickets must be purchased online in advance. We strongly recommend that lessons are purchased when you book your tickets. There are days when we may sell out.

Once you arrive at the mountain and are greeted and parked by an attendant, you will receive rental forms if needed. Please fill out your forms in your car and have 1 person from your party go to the sales office. All tickets in your group will be processed here, along with payment of your rentals. You will also receive any lesson cards that you may have reserved. Once you have completed this, your party may go to the tent area by the rental facility where you will wait for a rental technician to escort your party into the rental facility when space permits. Once fitted, you may head out onto the mountain. Please remember, your car is your base lodge and keeping your gear in your car is the best option this season.

**Q: Are there any additional outside seating or food options this season?**

**A:** To help with social distancing and removing crowding from our base lodges, Mount Peter has expanded our blacktop area at the base of the mountain to allow for additional seating and food trucks! During peak times, food options will also be available at our tubing area as well.

**Q: If I am a season pass holder, do I need to book in advance or worry about being turned away?**

**A:** Mount Peter does not plan on asking season pass holders to register online in advance of coming skiing or riding. However, we are in a fluid environment and this may change at any time. Our loyalty is to our pass holders, and we will do the best that we can for you. If things change, we may need pass holders to register online, in advance of coming to the mountain.

**Q: Will employees go through a health screen every day?**

**A:** All employees, mountain school participants and race team members will be required to complete a health screening questionnaire before training/work each day. If anyone in the household is sick or experiencing symptoms of COVID-19, please stay home. Remember, do not be the reason we lose our season!

**Q: Will spectators be allowed to wait on the mountain?**

**A:** Spectators will not be allowed to wait on the mountain. Please wait for your skiing or riding or tubing participant inside of your car.

**Q: How will you control capacity in the base lodges?**

**A:** Base lodges will be restricted to 50% capacity with a 30 minute per table time limit at this time. Outside food, coolers, strollers, etc. will not be allowed in either lodge and outside alcoholic beverages are not allowed on premises. There will be no available space to linger, occupy seating or work on your laptop. Personal bags and other items will not be allowed in either base lodge. Please use your car to store your gear.

**Q: How will you be managing seating on the lifts?**

A: If you arrive together you may ride the lift together. Mountain School and All Race Team program participants may ride the lift together within their training group, however if a racer or mountain school participant prefers to ride alone an accommodation may be made. Participants in either category will not ride the lift with members of the public. Face coverings will be required while in lift lines, while loading, riding and unloading.

**Q: Will rental equipment be available and what steps have been taken to help limit COVID-19 exposure during the process?**

A: Mount Peter's rental shop will be open this winter. We have procedures in place to limit the number of guests inside the rental shop at any one time to allow for social distancing. All rental equipment will be disinfected between each guest use and enhanced cleaning will take place daily. Due to the capacity limits indoors, guests may have to wait in their car, or outside in our heated tent, until it is their turn to get fitted with equipment.

**Q: What is your mountain school policy for lessons and programs?**

A: Reservations for lessons are strongly recommended. Walk-in lessons will be scheduled subject to availability. A lift ticket is required to be on the snow and participate in any lesson program. Note that most lesson rates do not include the cost of a lift ticket or rental equipment.

You will be charged in full for your lesson or package at the time of booking. Lessons are non-refundable, but may be rescheduled subject to availability. To reschedule, you must notify Mount Peter a minimum of 7 days before your arrival. If you do not provide a minimum of 7 days notice, you will not be refunded and the lesson will not be rescheduled.

Mount Peters refund policy: Due to Covid-19 Mount Peter is not offering any refunds. Lift tickets, lessons, tubing tickets purchased online may be rescheduled to a different day, based upon availability, a minimum of 7 days prior to arrival. If you do not provide a minimum of 7 days notice, you will not be rescheduled.

Please call (845) 986-4940 if you need to adjust your plan. Please plan to arrive a minimum of 1 1/2 hours prior to your lesson to receive your lesson card and check in for your lift ticket that you purchased online. If you will be renting equipment, arrive a minimum of 2 hours prior to the lesson. Please bring your confirmation email and email receipt with you to the lesson.

**Q: What is your refund policy this year as it relates to COVID-19?**

A: You will be charged in full for your lift ticket, lesson, and/or tubing ticket at the time of booking. All bookings are non-refundable, but may be rescheduled subject to availability. To reschedule, you must notify Mount Peter within 7 days of your scheduled start time. If you do not provide a minimum of 7 days notice, you will not be refunded and the lesson will not be rescheduled.

**Q: What is the season pass & seasonal program refund policy this year as it relates to COVID-19?**

A: During this uncertain time with COVID, please keep in mind that any purchase made is a risk. Mount Peter's season passes are non-refundable and non-transferable. Mount Peter's programs are non-refundable, and will not be extended. The only circumstance that would cause Mount Peter to consider a

partial credit, less a 20% administrative fee, for the following season would occur if we are mandated to shut down for a period of at least four weeks by the government. Before purchasing any program or pass please consider the risks involved. Upon payment, you agree to the above terms.

**Disclaimer:** Exposure to COVID-19 is an inherent risk in any public location where people are present. Mount Peter has implemented protocols to prioritize guest health and safety, but we cannot guarantee you will not be exposed to COVID-19 during your visit. The risk of being exposed or becoming sick due to COVID-19 cannot be eliminated. Every skier and rider share the responsibility for a safe and healthy skiing experience. It is your responsibility to read and comply with all instructions and signage posted at Mount Peter and on our website. Stay home if you are sick or experiencing symptoms of COVID-19. Wear a face covering in all areas and maintain at least 6 feet of physical distancing from other guests, including lift lines. Wash and sanitize your hands frequently. COVID-19 is an extremely contagious disease that can lead to quarantine, severe illness, and death in any individual. BY VISITING MOUNT PETER, YOU VOLUNTARILY ASSUME ALL RISKS RELATED TO EXPOSURE TO CORONAVIRUS AND/OR COVID-19.