

EAGLECREST BOARD OF DIRECTORS
Meeting Agenda
Thursday December 2nd, 2021, 5:30pm

Join Zoom Meeting

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Agenda:

1. ROLL CALL
2. APPROVAL OF AGENDA
3. APPROVAL OF MINUTES
 - a. Approval of minutes from November 4th
 - b. Approval of minutes from Board Retreat October 16th 2021
4. PUBLIC PARTICIPATION
5. COMMITTEE & LIAISON REPORTS
 - a. Nordic Advisory Committee Meeting 11.18.21
 - b. Finance Committee Meeting 11.29.21
6. MANAGERS REPORT
 - a. Financial Report
 - b. Department update (season preparation)
 - c. Updated COVID 19 Operation Plans
7. UNFINISHED BUSINESS
8. NEW BUSINESS
 - a. FY 23 Capital Improvement Requests
 - b. Schedule Finance Committee Meeting for Operating Budget
9. PUBLIC PARTICIPATION
10. BOARD OF DIRECTOR'S COMMENTS AND QUESTIONS
11. ADJOURNMENT – Next meeting date January 6th 2021 5:30pm Location TBD

EAGLECREST BOARD OF DIRECTIONS
October Meeting Minutes
Thursday November 4th, 2021, 5:30pm
Via Zoom

Agenda:

1. ROLL CALL: Mike Satre, Dave Hanna, Jon Dale, Shawn Eisele, Kevin Krein, Stephanie Hoag and Mark Rainery were present. The mountain was represented by General Manager Dave Scanlan. Assembly member Greg Smith was also present.
2. APPROVAL OF AGENDA: Mike called the meeting to order at 5:30. Kevin made a motion to approve the agenda, Stephanie requested to add an agenda item to schedule a Nordic Advisory meeting. The agenda was approved without any additional changes or objections.
3. APPROVAL OF MINUTES: October meeting minutes, Dave H made a motion to approve the minutes, the minutes were approved without changes.
4. PUBLIC PARTICIPATION: Freb Hiltner from the JNSC shared that their club has grown to over 1,000 members and they are looking forward to promoting Eaglecrest. He thanked Dave and all staff for their work.
5. COMMITTEE & LIAISON REPORTS: Assembly member Greg Smith joined the meeting as the new assembly liaison. He thanked the board for the opportunity to and in grateful to be a part of the group. Mr. Smith uses the mountain as an alpine and nordic skier. He appreciates Eaglecrest for its role in economics and tourism and also the good things it does to build our community. He is a big advocate and supporter. He appreciates the board and all staff. He is also the new chair of the Eaglecrest summer tourism task force.
6. MANAGERS REPORT:
See Manager's Report for detail.
Additional comments: Shawn asked about the possibility of repairing the large pot hole in the upper lot, the GM informed the board that it would cost over \$50k and that the mountain does not have time or resources to complete this year.
The GM shared that the Eaglecrest Foundation has raised over \$130k for snowmaking improvements.
Last years COVID operating plans were reviewed. The GM and board will review again closer to opening.

7. UNFINISHED BUSINESS: A finance committee meeting was scheduled for November 29th at 5:30 pm.

8. NEW BUSINESS: A Nordic Advisory meeting was set for November 18th.

9. PUBLIC PARTICIPATION: None.

10. BOARD OF DIRECTOR'S COMMENTS AND QUESTIONS

Mr. Smith thanked everyone and is looking forward to learning more about his role and what to pass to the assembly.

Shawn is excited to see all the new snowmaking. Looking at the healthy revenue it might be a good chance to catch up on deferred maintenance. He asked about offering raises to help with staffing shortages.

Jon welcomed Mr. Smith to the board and recognized the amount of work that Dave and staff have to do. He hopes that the summer task force can meet again soon.

Dave H wants to make sure we keep summer development on the front burner and thanked all the staff. He appreciated Silver Bay construction who sold a generator at a very low price.

Mark thanked Dave for grinding so hard and welcomed Mr. Smith to the group.

Kevin was excited to have Mr. Smith on the board and is excited about the snowmaking and the possibility of a new cabin.

Stephanie thanked everyone for their great work and is excited to have Mr. Smith as a liaison.

Mike thanked the board for all their work and welcomed Mr. Smith. He recognized that this is the busiest time of year for staff. He reminded the GM board about the importance of communication and that the board remains committed to helping address concerns of the mountain.

11. ADJOURNMENT – The next meeting date is December 2nd, 2021. The meeting was adjourned at 6:36 pm.

EAGLECREST BOARD OF DIRECTIONS
2021 Board Retreat Minutes
Saturday October 16th, 2021

Agenda:

1. ROLL CALL: Mike Satre, Dave Hanna, Jon Dale, Shawn Eisele, Kevin Krein, Stephanie Hoag and Mark Rainieri were present. General Manager Dave Scanlan was present. Jeff Rogers and Dallas Hargrave from CBJ joined via Zoom.
2. Dave H made a motion to approve the agenda. The motion was approved without changes.
3. Dave H made a motion to approve the minutes from the 2020 board retreat. The motion was approved without changes.
4. PAY PLAN: A discussion was held regarding retention and recruiting challenges created by the pay plan. The GM shared a comparison scale showing Eaglecrest vs other smaller ski areas, the general ski industry and also CBJ step 1 positions. To “correct” the pay plan with an approximate 22% increase would cost over \$250k. An option for the board to consider is using a 3rd party to help the mountain and CBJ correct the pay plan. It is important for the mountain to continue to focus on revenue and budget planning. Another possibility is bonuses for this year’s staff. The mountain should also look closely at ticket prices for next season.
5. SNOW LUGE WITH DOUG SANVIK: Mr. Sanvik attended the retreat to share with the board his passion for and desire to grow snow luge at Eaglecrest. On his own initiative he has been teaching groups on the old tubing hill. He hopes that the mountain will one day be in a position to book and teach the sport. He feels that the addition of luge would help with revenue and make the mountain more appealing to more user groups. The board agreed to help support with advertising later in the season.
6. COVID Operations Plan: The board reviewed last season’s operating plan. The mountain plans to keep many of the same operations and practices as last season. They will work to stay in alignment with CBJ and as the COVID risk level in continually changing will re-visit prior to the start of the operating season.

7. CIP Schedule: In preparation for upcoming finance meetings, the board reviewed the most recent CIP submission to the city. A discussion was held about the best way to communicate to the Assembly that the annual CIP ask will increase as the mountain faces again infrastructure.
8. Infrastructure status: The board reviewed the current infrastructure status and discussed what is needed to maintain existing infrastructure. Lift replacements, water system upgrades and a Ptarmigan lodge replacement were all discussed.
9. Build Back Better Grant update: JEDC has hired a grant writer to help with their submission for BBB money. The current package is getting lots of support and the mountain will know by mid-December if they were selected for the next step which will include \$500k for planning refinement.
10. Other financial strategies: The board realized the importance for the mountain to also explore other options for private capital. To allow for more opportunity for development, the group discussed the possibility of a land exchange with the state. The board discussed that if the mountain were to run year-round operations a public benefit corporation could be considered. Expansion at the mountain would allow for other business to operate and grow.
11. The meeting was adjourned at 12:32.

Eaglecrest Finance Committee Minutes

November 28th, 2021

via Zoom

The Eaglecrest Finance Committee met on November 28th, 2021. Highlights and key points are captured below.

1. Roll Call: Jon, Shawn, Kevin, Mike, Dave H, GM Dave Scanlan and Nate Morris were all present.
2. FY 23 CIP and 6-year project list. The team reviewed the list as presented by the GM and discussed cost estimates and the priority of projects for the mountain.
3. Ptarmigan replacement strategy. Recognizing the need for large projects, a discussion was held regarding the possibility to replace Ptarmigan with a used (late 90s) fixed grip quad and possibly purchasing a used gondola. Cost estimates for the lifts would be approximately \$700k and \$1.5 m. Shipping and installation not included. The GM will work with CBJ finance to find out when the next round of large capital projects will be requested. State legislative grants may also be another option to help with these costs.
4. Pay Plan Correction strategy. The group discussed significant staffing shortages already impacting this season. Recruitment and retention continue to be a huge challenge. This issue will continue to be pursued with the Assembly and CBJ finance.
5. Equipment replacement fund. The GM shared that the mountain may have the option to no longer be a part of the CBJ equipment replacement fund. This would make year to year purchases easier but would prevent the mountain from building savings over the years. The GM will consult with CBJ and present the board with his final decision.
6. COVID operating plans. The GM advised the committee that after a discussion with the senior staff, that at the current CBJ risk level the mountain does not plan to require masks in lift lines. The mountain will focus on distancing/spacing in lift lines. The final plan will be reviewed at the next board meeting.

Manager's Report December 2021

Financial Report: The chart below shows the total expenses and revenue as accrued year to date during each year in the chart. As you can see our strong revenue streak is continuing. Interestingly we have already made more revenue than the entire year in FY15, FY16 and once we receive our check from Alaska Coach Tours for our walking tours we will have matched FY18 in total revenue. The Snowsport School has had very robust sales and interest in lesson programs which is leading other high years by \$30,000. Staffing instructors is our largest constraint at this point in Snowsports School. Seasonal Locker revenue is back up to the previous highs in FY 13 and FY 14. On the expense side of the equation, we had a big month of purchasing parts and equipment in October and November which will bring our expenses back up. We are doing our best to control spending as we work to get the mountain open for the season.

	FY 13	FY 14	FY15	FY16	FY17	FY18	FY19	FY20	FY21	FY22
Sales	Actuals	Actuals	Actuals	Actuals	Actuals	Actuals	Actuals	Actuals	Actuals	Actuals
Ski School Fees	\$ 25,394	\$ 39,536	\$ 56,269	\$ 39,524	\$ 36,252	\$ 39,981	\$ 26,897	\$ 33,028	\$ 56,964	\$ 87,788
Ski Lift Fees	\$ 1,025	\$ -	\$ 300	\$ 3,168	\$ 1,701	\$ 1,985	\$ 1,060	\$ 755	\$ 116	\$ 7,871
Advance Ticket	\$ 25,834	\$ 32,707	\$ 27,829	\$ 1,555	\$ 3,839	\$ 24,948	\$ 14,533	\$ 19,203	\$ 3,003	\$ 11,235
Season Ticket	\$ 152,475	\$ 223,408	\$ 202,339	\$ 110,170	\$ 85,911	\$ 125,561	\$ 164,710	\$ 181,921	\$ 97,054	\$ 115,673
On Line Season Pass Sales	\$ 502,295	\$ 482,131	\$ 458,364	\$ 252,915	\$ 336,021	\$ 458,775	\$ 383,149	\$ 359,919	\$ 698,507	\$ 846,383
Bus Fees	\$ 2,274	\$ 1,510	\$ 1,464	\$ 69	\$ 11	\$ 30	\$ 237	\$ 395	\$ -	
USER FEES	\$ 709,297	\$ 779,292	\$ 746,566	\$ 407,400	\$ 463,735	\$ 651,279	\$ 590,585	\$ 595,222	\$ 855,644	\$ 1,068,950
Retail - Soft G	\$ 482	\$ 1,168	\$ 668	\$ 1,451	\$ 1,612	\$ 2,154	\$ 559	\$ 6,386	\$ 3,261	\$ 3,117
Food Service	\$ 1,548	\$ -	\$ 1,853	\$ 1,309	\$ 2,368	\$ 2,960		\$ 3,869	\$ -	
Ski Repair	\$ 4,971	\$ 3,701	\$ 1,441	\$ 2,701	\$ 1,515	\$ 3,315	\$ 1,685	\$ 792	\$ 4,477	\$ 4,900
SALES	\$ 7,000	\$ 4,869	\$ 3,963	\$ 5,461	\$ 5,495	\$ 8,429	\$ 2,244	\$ 11,047	\$ 7,738	\$ 8,017
Locker Rental F	\$ 67,962	\$ 67,707	\$ 68,476	\$ 57,147	\$ 57,564	\$ 57,990	\$ 55,880	\$ 52,582	\$ 57,785	\$ 66,449
Ski Rental	\$ 5,245	\$ 10,173	\$ 7,957	\$ 5,424	\$ 11,267	\$ 14,947	\$ 9,061	\$ 5,258	\$ 19,113	\$ 19,216
Cabin / Facility Rental								\$ 19,805	\$ 29,076	\$ 23,523
RENTALS	\$ 73,207	\$ 77,880	\$ 76,433	\$ 62,571	\$ 68,831	\$ 72,937	\$ 64,941	\$ 77,645	\$ 105,974	\$ 109,188
Total Sales	\$ 789,504	\$ 862,042	\$ 826,961	\$ 475,432	\$ 538,061	\$ 732,646	\$ 657,770	\$ 683,914	\$ 969,356	\$ 1,186,155
Expenses										
Personnel Costs										
Ski Area Administration	\$ 141,777	\$ 218,985	\$ 201,333	\$ 221,765	\$ 240,664	\$ 230,172	\$ 202,904	\$ 199,969	\$ 155,176	\$ 132,524
Ski Rental Shop	\$ 11,008	\$ 9,900	\$ 7,116	\$ 9,642	\$ 6,045	\$ 4,027	\$ 2,159	\$ 4,141	\$ 4,656	\$ 5,150
Ski Patrol Program	\$ 24,089	\$ 22,261	\$ 21,932	\$ 16,278	\$ 15,766	\$ 9,174	\$ 3,517	\$ 14,502	\$ -	\$ 2,484
Lift Operation Program	\$ 71,239	\$ 4,016	\$ 4,584	\$ 7,742	\$ 6,369	\$ 2,864	\$ -	\$ -	\$ -	
Maintenance Program	\$ 39,109	\$ 70,969	\$ 58,539	\$ 31,750	\$ 50,401	\$ 30,907	\$ 59,611	\$ 74,605	\$ 41,481	\$ 77,101
Lodge Operations Program	\$ 23,353	\$ 15,747	\$ 15,125	\$ 17,651	\$ 12,290	\$ 15,453	\$ 24,876	\$ 21,171	\$ 6,662	\$ 12,645
Food Service	\$ 3,769	\$ 3,942	\$ 3,281	\$ 3,218	\$ 1,605	\$ 2,034	\$ -	\$ 3,129	\$ 483	
Marketing/Special Events	\$ 8,893	\$ 7,387	\$ 4,706	\$ 9,837	\$ 6,544	\$ 6,115	\$ 14,094	\$ 35,491	\$ 28,976	\$ 25,090
Ski School Program	\$ 16,099	\$ 40,839	\$ 40,428	\$ 11,750	\$ 23,926	\$ 17,134	\$ 10,599	\$ 17,246	\$ 13,394	\$ 12,546
Total Personnel Costs	\$ 339,336	\$ 394,045	\$ 357,045	\$ 329,634	\$ 363,609	\$ 317,880	\$ 317,761	\$ 370,254	\$ 250,828	\$ 267,540
Other Expenses										
Ski Area Administration	\$ 158,208	\$ 158,030	\$ 165,998	\$ 120,133	\$ 101,441	\$ 150,536	\$ 134,394	\$ 126,074	\$ 194,031	\$ 171,603
Ski Rental Shop	\$ 6,790	\$ 6,461	\$ 747	\$ 4,050	\$ 232	\$ -	\$ 771	\$ 7,625	\$ 7,528	\$ 5,744
Ski Patrol Program	\$ 11,704	\$ 5,388	\$ 10,111	\$ 667	\$ 649	\$ 157	\$ 323	\$ 740	\$ 5,229	\$ 2,635
Lift Operation Program	\$ 6,886	\$ 7,265	\$ 8,567	\$ 2,329	\$ 4,280	\$ 4,915	\$ 2,631	\$ 955	\$ 2,510	\$ 1,229
Maintenance Program	\$ 35,018	\$ 37,443	\$ 40,708	\$ 12,416	\$ 19,466	\$ 26,990	\$ 31,918	\$ 21,304	\$ 31,239	\$ 28,639
Lodge Operations Program	\$ 18,897	\$ 15,906	\$ 20,477	\$ 17,184	\$ 16,645	\$ 16,879	\$ 24,035	\$ 30,895	\$ 21,238	\$ 23,279
Food Service	\$ 1,030	\$ 1,307	\$ (2,796)	\$ 475	\$ -	\$ 949	\$ 1,326	\$ 8,609	\$ 902	
Marketing/Special Events	\$ 23,346	\$ 21,016	\$ 13,530	\$ 8,160	\$ 4,165	\$ 11,074	\$ 8,949	\$ 3,129	\$ 2,915	\$ 2,558
Building Maint/Utilities	\$ 52,809	\$ 56,825	\$ 51,117	\$ 50,475	\$ 3,061	\$ 52,050	\$ 53,064	\$ 50,500	\$ 53,628	\$ 57,028
Ski School Program	\$ 10	\$ 926	\$ 2,324	\$ 330	\$ 1,510	\$ 1,243	\$ 672	\$ 1,990	\$ 1,316	\$ 401
Equipment Replacement	\$ 25,000	\$ 25,000	\$ 25,000	\$ 25,000	\$ 25,000	\$ 25,000	\$ 29,166	\$ 29,169	\$ 29,165	\$ 29,166
Vehicle Maintenance	\$ 4,633	\$ 8,209	\$ 3,533	\$ 4,415	\$ 8,568	\$ 12,004	\$ 11,697	\$ 26,964	\$ 19,898	\$ 28,762
Total Other Expenses	\$ 360,997	\$ 360,442	\$ 355,983	\$ 253,967	\$ 193,352	\$ 318,464	\$ 311,450	\$ 320,455	\$ 369,599	\$ 351,044
Total Costs	\$ 700,333	\$ 754,487	\$ 713,028	\$ 583,600	\$ 556,961	\$ 636,344	\$ 629,211	\$ 690,709	\$ 620,427	\$ 618,584
Total Net	\$ 89,171	\$ 107,554	\$ 113,933	\$ (108,168)	\$ (18,899)	\$ 96,302	\$ 28,559	\$ (6,795)	\$ 348,929	\$ 567,571

Mountain Operations: The mountain operations team has been busy getting the fleet of front line groomers tracked up and ready for service. All of the lifts are being exercised daily in preparation for opening. We have our annual inspection certificate and are ready to operate. The crew has been busy getting our new pump station ready to run for the cooler temperatures that are forecasted to be coming our way at the end of the week. We had a very successful first snowmaking run for a 30 hour stretch running a total of 18 snowguns. This was a record for us and also the first time that we used the old water line for central air delivery which allowed us to run our air/water snowguns in three separate locations. Production was surprisingly good even running just on our gravity pressure from Cropley Lake.

Mother nature has been blessing us with a good amount and quality of natural snow. With the amount of snow we were able to make on Porcupine, the Base of Hooter and the Base of Ptarmigan we were able to get Muskeg and Dolly Varden ski trails groomed for instructor training over the weekend. We were also able to groom four passes wide down the throat and all of the way down williwaw, all of Sneaky top to bottom and four passes on the upper section of Sourdough as well as the lower ¼ of Log Jam. With more snow forecasted to be coming this week we will be announcing our opening on December 4th as scheduled with Procupine, Hooter and Ptarmigan all spinning.

Ski Patrol: The Ski Patrol has been doing extensive training on first aid, lift evacuation, rope rescue on complex terrain and avalanche control work. They will be working throughout the week to get signage out and the rope lines set in preparation for the opening weekend.

Marketing and Events: Nate Morris has been continuing to familiarize himself with weather reporting in preparation for the ski season. He has been coordinating with Devils Club Brewing Co and CAAC to help promote two upcoming events: the first is an opening day beer release fundraiser, the second a drive-in ski movie night scheduled for December 10th. In addition to screening ski movies, we are also planning to premiere *Undiscovered*— Steep Motion's video about Juneau & Eaglecrest starring two professional skiers, Sophia Rouches & Delilah Cupp, who visit Alaska for the first time and are hosted by professional snowboarders and Juneau locals, Mark Landvik & Mark Rainery.

View *Undiscovered* early at this link: <https://drive.google.com/file/d/1OV6GOC5DDa-PX75TdbUN1Wuut4O7URNT/view?usp=sharing>

SSS

- Prepping the season has come with more hiring challenges than expected. The hiring applicants are few and when offered a job many have turned it down because the pay is not a livable wage for them to be able to live in Juneau and work at Eaglecrest.
- We are still in dire need of SSS admins for our front office, we also need ticket sales team.
- Front office sales, calls, inquiries are going strong, we having difficulty keeping up with the little staff we do have.

- All multi week programs are sold out for the season and waitlists for many programs are being assessed, to see what we can do
- Holiday camps start Dec 22nd and we have 3 options for Holiday camps this year- again all Am sessions are sold out and waitlists for all 3 camps are filling up
- New instructor Training zoom/classroom training has been going on since October. We were able to get some of the new instructors that are in town out on snow this past weekend for some mock lesson/teaching clinics.
- With so much attention focused on supporting our main office staff all instructor training has been delayed and We hope to get the online training finished this week before we open.
- We have decided that Instructors will wear face coverings while teaching lessons this season, it is up to the guest/ student/ parent to decide what their best practice will be.
- SSS will operate similar to last season with smaller groups, lesson times will remain the same with 3 options.
- We have lessons booked throughout the day on opening weekend, people are scheduling lessons into the spring for daily options.
- We were able to schedule multiple PSIA/AASI certifications and we are hoping to get a couple more here at Eaglecrest.
- We have created a great working relationship with Hilltop with some trainers that have moved from Alyeska that will lead some of our Education Snowboard needs this winter, for our staff to remain current with AASI
- We have many out of town S.E Alaska families visiting over the holidays that are booking lessons.
- Hilary Lindh winners were chosen and announced- Thank you Shawn and Jon for helping with the process.
- Books 2 Boards application period closed and the schools have chosen the students that best fit what the program offers. We would like to thank the Eaglecrest Foundation for the support with this program. We are excited to have the program back this season
- B2B- first club activities have taken place and the kids have been starting the rental pre-fit process. The program will start on the mountain Dec 18th and 19th with club ski/snb lessons and assessments of skills. Grade checks will be submitted before the holiday break.
- Eaglecrest Snow Bus is returning again this season and we are excited to be able to offer this back to the community for youth to get back up here. The snow bus runs on weekends and school Holiday breaks. We are in the final steps of the Contract with First Student.
- Working with Base Manager on learning some Intouch operations
- Eaglecrest is also going to work with First student this winter for Staff transportation needs.

- Eaglecrest got a new phone system and I have been working closely with them to help get it all “dialed” in. We are still working on a couple other phones to work correctly but we hope to resolve these issues soon.
- With the migration of the new phones, we have been working with Marketing to make all appropriate updates to extensions both on the website, the online store and out to the public.
- We have been working with Sail/Orca and were able to get many of the guests up to EC to get rental pre-fits done. Also connecting with Ski patrol for lift evacuation training specific for adaptive gear.
- Hilda Cabin go live date is December 1st 10am- Cabin dates available will be March 1st- May 31st

RRR

- Most of our retail items have been delivered from back ordered items and are available in the retail space.
- Many of our new items are already flying out the door.
- The repair shop has been a constant flow of gear since opening Oct 15th. With no ski swap, Ben our RRR supervisor has been helping guest find gear or guide them in the right direction.
- We are still waiting on many back ordered retail helmets, with an unsure delivery date because of supply chain issues.
- The rental shop got its final back ordered skis in this past week.
- Season rental programs is sold out and has a waitlist. Some times things change when people get gear as gifts. We are at a MAXIMUM of what we can offer. As those on the waitlist get prefit we are able to make adjustment based on sizes and inventory.
- We are currently looking for a new retail sales employee, ours was offered an opportunity that she could not pass up and had left for the season.
- We are short on rental staff and need more techs

Updated COVID Operating Plans

Chair Lifts

- As our COVID numbers have now consistently been on the decline and the risk rating is lowering we will **NOT** be requiring face coverings in the lift lines to start the season on the condition that our guests use awareness and maintain front to back spacing and social distancing when possible.
- Lift lines will have side to side spacing created by our “ghost lanes” again this year. We will ask our guests to be mindful of spacing front to back and not cross tip and tail to help maintain proper social distancing.

- If case counts begin to rise again or we see a high rate of noncompliance with maintaining spacing, Eaglecrest reserves the right to reinstitute the face covering policy to ensure the health of our staff and guests.

Hilda Dam Cabin

- Hilda Dam Cabin will be open for day use from 10:00am to 5:00pm daily. Face covering should be worn at all times.
- Nightly renters are encouraged to bring sanitizing wipes to perform any additional sanitization of the space.

Eagle's Nest

- We will be starting the season with the Eagle's Nest remaining closed to public use, to allow our Patrol Crew to maintain more social distancing while stationing out of the Nest. This may change as the season progresses.
- The Deck will be allowed for use. Masks will only be required when social distancing cannot be maintained.

Fish Creek Lodge

- Face coverings will be mandatory at all times while in Fish Creek Lodge
- Seasonal Lockers will remain open
- Restrooms will be open

Eaglecrest Grill and Great Room

- The Great Room will be reopened this year with reduced seating capacity. Masks must be worn at all times when not seated and actively eating.
- We ask the parties limit time in the Great Room to 45 minutes to allow other parties an opportunity to occupy a table.
- Loitering or occupying space that is not at a table or seated in a chair will not be allowed.
- No "camping" at tables will be allowed.
- The porcupine outdoor tent will be open again to allow for additional "outdoor seating" options.
- The exterior food ordering window will start out as the primary food ordering station. The cashier will ask if you would like to pick up your order from the exterior window or receive your order to eat in the Great Room.
- A secondary food ordering station will be available in the cafeteria for additional food and beverage items.

Ticket Office

- Two indoor service windows open for Rental reservations & Lesson Check in.

- Two outdoor service windows will be open for all non-lesson services: lift tickets, season passes, general inquiries and those that have had Pre fit rental appointments for purchasing daily rental contracts.
- Follow floor markings and posted signage.
- Line will be spaced to allow social distancing.
- Face coverings required

Rental Process

- Anyone under 18 years old needs a pre-fit appointment but can also use that rental for the same day.
- Anyone 19+ May call and update personal information, if they have rented last season this will be an easy process. We will make a note in each account to reflect most current information from guests.
- We also have an online form on the website for people to fill out and it goes directly to the SSS for updating profiles
- After that you can purchase your daily rental packages from the downstairs outside ticket window and head to rental. If you want to make it easier calling ahead or emailing rental will make it a smoother and quicker process once you get upstairs.

Rental Shop

- All-Guests are encouraged to be pre-fitted for all rental gear.
- Guests with reservations are allowed in the Rental Shop. Pre-fitted guests may pick up gear through exterior service window.
- Follow floor markings and posted signage.
- Face coverings required.

Ski Shop

- Face coverings required

Restrooms

- Are available in Fish Creek, Portable Restroom Units (PRU) available in the parking lot