



Eaglecrest Ski Area COVID-19 Phased Operations Plan

Revised September 14, 2020. Subject to change.

Welcome back to Eaglecrest for the 2020-2021 season! In an effort to keep our staff, guests, and community healthy, safe, and enjoying the great outdoors, Eaglecrest will operate the 2020-2021 winter season with the following protocols and phased operations plan.

An inherent risk of exposure to COVID-19 exists in any public space. However, if we all work together and follow the new protocols outlined below, we are confident that we can provide an uninterrupted season of fun at Eaglecrest.

Our goal is to provide safe and consistent operations while limiting the risk of COVID-19 transmission. We will maximize outdoor time and minimize indoor time, with face coverings being worn wherever people come in close contact, including many outdoor areas.

Eaglecrest will evolve safety protocols throughout the season based on the COVID-19 Risk Metric Rating from the [City and Borough of Juneau's Emergency Operations Command](#). The CBJ Risk Metric Rating fluctuates based on infection rates per 100,000 population and is updated daily by 5:00 PM.

Please review our phased operations plan, please wear a face covering, and please be kind. We all want to enjoy the entire winter on the slopes and riding the chairlifts!

Table of Contents

Face Coverings	2
Our Requirements Of You	2
Our Commitment To You	2
Phased Operations Plan	3
Outdoor Facilities	3
Porcupine Lodge	5
Fish Creek Lodge	7
Snowsports School	8

Face Coverings

Appropriate face coverings are mandated at the mountain in 1) all indoor spaces and 2) any outdoor space where you will be closer than six feet to another guest or staff member. This will include, but may not be limited to, lift lines, parking lots, ski rack areas, decks, and warming areas.

Non-compliance will result in losing access to Eaglecrest property, facilities, and recreations privileges. Eaglecrest reserves the right to limit guest traffic to preserve social distancing.

Our Requirements Of You



1.

I will maintain
6 feet of social
distance.



2.

I will wash
my hands
often.



3.

I will cover
my face in
public.



4.

I will stay home
if I am at risk or
when I am sick.



5.

I will seek
testing
immediately if I
have symptoms.

Our Commitment To You

- We will follow the State and City health mandates and guidelines, as well as industry standards developed by the National Ski Areas Association, attached below.
- We will strictly enforce our face covering policy and safety protocols with staff and guests to ensure continuity of operations.
- We will be perform heightened cleaning and sanitation in all public spaces on a constant rotation throughout the day to keep high touch surfaces regularly disinfected.

Phased Operations Plan

Outdoor Facilities

	Phase 1	Phase 2	Phase 3
Chairlifts	<p>All chairlifts, including Black Bear, will run according to Eaglecrest's 2020-21 operating schedule to lessen crowding at lift terminals.</p> <p>Face coverings required at loading and unloading terminals. This includes common gear adjusting areas.</p> <p>Social distancing in lift terminals will be enforced.</p> <p>Guests are required to ride as singles or with a household or traveling party.</p>	<p>All chairlifts, including Black Bear, will run according to Eaglecrest's 2020-21 operating schedule to lessen crowding at lift terminals.</p> <p>Face coverings required at loading and unloading terminals. This includes common gear adjusting areas.</p> <p>Social distancing in lift terminals will be enforced.</p> <p>Guests are required to ride as singles or with a household or traveling party.</p>	<p>All chairlifts, including Black Bear, will run according to Eaglecrest's 2020-21 operating schedule to lessen crowding at lift terminals.</p> <p>Face coverings required at loading and unloading terminals. This includes common gear adjusting areas.</p> <p>Social distancing in lift terminals will be enforced.</p> <p>Guests are required to ride as singles or with a household or traveling party.</p> <p>Lift service may shift to a reservation system.</p>
Nordic Trails	<p>Face coverings required when social distancing is not possible.</p>	<p>Face coverings required when social distancing is not possible.</p>	<p>Face coverings required when social distancing is not possible.</p>
Parking Lot	<p>Face coverings required when social distancing is not possible.</p>	<p>Face coverings required.</p>	<p>Face coverings required.</p>

<p>Hilda Dam Cabin</p>	<p>Open: private overnight rentals and public day-use at your own risk.</p> <p>Face covering required during public day-use hours, in the cabin and on the deck.</p>	<p>Open: private overnight rentals and public day-use at your own risk.</p> <p>Face covering required during public day-use hours, in the cabin and on the deck.</p>	<p>Open: private overnight rentals at your own risk.</p> <p>Closed: public day-use hours.</p>
<p>Eagle's Nest</p>	<p>Open: deck area, warming area, and restrooms at your own risk.</p> <p>Face coverings required in all spaces, indoor and outdoor.</p>	<p>Open: deck area, warming area, and restrooms at your own risk.</p> <p>Face coverings required in all spaces, indoor and outdoor.</p>	<p>Open: deck area and restrooms at your own risk.</p> <p>Closed: warming area.</p> <p>Face coverings required in all spaces, indoor and outdoor.</p>
<p>Fish Creek Lodge Deck</p>	<p>Face coverings required.</p>	<p>Face coverings required.</p>	<p>Closed.</p>
<p>Porcupine Lodge Deck</p>	<p>Face coverings required.</p>	<p>Face coverings required.</p>	<p>Face coverings required.</p>

Porcupine Lodge

	Phase 1	Phase 2	Phase 3
Ticket Office	<p>Two indoor service windows open for lesson reservations only.</p> <p>Two outdoor service windows will be open for all non-lesson services: lift tickets, season passes, rental equipment, and general inquiries.</p> <p>Follow floor markings and posted signage.</p> <p>Line will be spaced to allow social distancing.</p> <p>Face coverings required.</p>	<p>Two indoor service windows and one outdoor service window will be open for lesson reservations only.</p> <p>Two outdoor service windows will be open for all non-lesson services: lift tickets, season passes, rental equipment, and general inquiries.</p> <p>Follow floor markings and posted signage.</p> <p>Line will be spaced to allow social distancing.</p> <p>Face coverings required.</p>	<p>One outdoor service window will be open for lesson reservations only.</p> <p>Two outdoor service windows will be open for all non-lesson services: lift tickets, season passes, rental equipment, and general inquiries.</p> <p>Follow floor markings and posted signage.</p> <p>Line will be spaced to allow social distancing.</p> <p>Face coverings required.</p>
Lobby & Common Areas	<p>No lingering or congregating.</p> <p>Face coverings required.</p>	<p>No lingering or congregating.</p> <p>Face coverings required.</p>	<p>Porcupine Lodge access is restricted.</p> <p>Face coverings required.</p>

<p>Rental Shop</p>	<p>Guests are encouraged to be pre-fitted for all rental gear. Learn more.</p> <p>Guests are allowed in the Rental Shop. However, pre-fitted guests may pick up gear through the exterior service window.</p> <p>Plexiglas protections of all service stations in the rental shop. Rental equipment and surfaces disinfected daily.</p> <p>Follow floor markings and posted signage.</p> <p>Line will be spaced to allow social distancing.</p> <p>Face coverings required.</p>	<p>Guests are encouraged to be pre-fitted for all rental gear. Learn more.</p> <p>Guests are allowed in the Rental Shop. However, pre-fitted guests may pick up gear through the exterior service window.</p> <p>Plexiglas protections of all service stations in the rental shop. Rental equipment and surfaces disinfected daily.</p> <p>Follow floor markings and posted signage.</p> <p>Line will be spaced to allow social distancing.</p> <p>Face coverings required.</p>	<p>Rental equipment is restricted to pre-fitted guests only. Learn more.</p> <p>Rental customers are not allowed inside Porcupine Lodge. All gear will be picked up at the exterior service window.</p> <p>Plexiglas protections of all service stations in the rental shop. Rental equipment and surfaces disinfected daily.</p> <p>Follow floor markings and posted signage.</p> <p>Line will be spaced to allow social distancing.</p> <p>Face coverings required.</p>
<p>Ski Shop</p>	<p>Line will be spaced to allow social distancing.</p> <p>Face coverings required.</p>	<p>Line will be spaced to allow social distancing.</p> <p>Face coverings required.</p>	<p>Ski Shop customers are not allowed inside Porcupine Lodge. All services and shopping will be conducted through an exterior service window.</p> <p>Face coverings required</p>
<p>Restrooms</p>	<p>Face coverings required.</p> <p>Portable Restroom Units (PRU) available in the parking lot.</p>	<p>Face coverings required.</p> <p>Portable Restroom Units (PRU) available in the parking lot.</p>	<p>Restricted access.</p> <p>Portable Restroom Units (PRU) available in the parking lot.</p>

Fish Creek Lodge

	Phase 1	Phase 2	Phase 3
Great Room Seating Area	<p>Access reserved for Eaglecrest Grill customers that are actively eating or drinking.</p> <p>No lingering or congregating. No gear storage or camping out allowed.</p> <p>Tables removed seating reduced to 75% capacity</p> <p>Face coverings required except while actively eating or drinking.</p>	<p>Access reserved for Eaglecrest Grill customers that are actively eating or drinking.</p> <p>No lingering or congregating. No gear storage or camping out allowed.</p> <p>Tables removed seating reduced to 50% capacity</p> <p>Face coverings required except while actively eating or drinking.</p>	<p>Closed.</p>
Eaglecrest Grill	<p>All self-service food and drink options will be eliminated.</p> <p>Staff will package all orders in “to go” containers to protect all food and drink from respiratory droplets.</p> <p>Line will be spaced to allow social distancing. Face coverings required.</p>	<p>All self-service food and drink options will be eliminated.</p> <p>Staff will package all orders in “to go” containers to protect all food and drink from respiratory droplets.</p> <p>Line will be spaced to allow social distancing. Face coverings required.</p>	<p>Modifications will be made to the pay station to order from an exterior window. Food will be delivered to an exterior pick up area.</p> <p>Outdoors only. No indoor access or seating allowed.</p> <p>Face coverings required.</p>
Mountain Lift	<p>Line will be spaced to allow social distancing. Face coverings required.</p>	<p>Line will be spaced to allow social distancing. Face coverings required.</p>	<p>Closed.</p>

Tower Bar	Reduced to 75% indoor capacity. Face coverings required, except while eating or drinking.	Reduced to 50% indoor capacity. Face coverings required, except while eating or drinking.	Closed.
Lockers	Face coverings required.	Face coverings required.	Restricted access.
Restrooms	Face coverings required. Portable Restroom Units (PRU) available in the parking lot.	Face coverings required. Portable Restroom Units (PRU) available in the parking lot.	Restricted access. Portable Restroom Units (PRU) available in the parking lot.

Snowsports School

Phase 1	Advance reservations required. New restructured lessons and programs in place. All lessons are now 1.5 hours to space out the amount of guest traffic in the Porcupine Lodge and Fish Creek Lodge. We now offer the lessons at 9:30 AM, 11:30 AM, & 1:30 PM.
Phase 2	Advance reservations required. New restructured lessons and programs with limited class sizes and offerings. Limited adult & youth multi-week program groups spread across the new restructured lesson times.
Phase 3	Private lessons options only. Advance reservations required.