



Eaglecrest Ski Area COVID-19 Phased Operations Plan

Revised November 18, 2020. Subject to change.

In an effort to keep our staff, guests, and community healthy, safe, and enjoying the great outdoors, Eaglecrest will follow a new [operations plan](#).

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 required indoors at all times and outdoors whenever you are not actively skiing or snowboarding.

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

We all want to enjoy the entire winter safely on the slopes and riding the chairlifts! We all have to do our part!

- Access to the ski area is prohibited if you have or are experiencing [symptoms of COVID-19](#).
- Your presence at the ski area during the COVID-19 pandemic is at your own risk. By choosing to be here you acknowledge and accept the risk associated with COVID-19.
- If you are unwilling or unable to comply with our policies, you agree to leave the ski area immediately.
- You are solely responsible for complying with ski area, local, and state policies.

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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.
- We will strictly enforce our face covering policy and safety protocols with staff and guests to ensure continuity of operations.
- We will be performing heightened cleaning and sanitation in all public spaces on a constant rotation throughout the day to keep high touch surfaces regularly disinfected.

Appropriate Face Coverings Required

NO MASK, NO SERVICE | TWO STRIKES, YOU'RE OUT

Appropriate face coverings are required at all times when you are not **actively** skiing or snowboarding. This includes all indoor and outdoor spaces.

Appropriate face coverings include cloth or surgical style masks that completely cover the nose and mouth and fit snugly against the sides of your face. Gaiters (buffs) may be worn with two layers, or fold it to make two layers. Face shields and masks with exhalation vents or valves are not appropriate face coverings and should not be worn.

Non-compliance will result in losing access to Eaglecrest property, facilities, and recreation privileges. First offense is a 14 day suspension. Second offense is a suspension through the end of the season.

[Click here for more details and examples of appropriate face coverings.](#)

Treat Your Vehicle As Your Lodge

In Phase 3 Operations, the lodges will **NOT** be open for guests to warm up, eat, or hang out at any time. All services will be **outdoors only**, including the snowsports school, ticket office, rental shop, ski shop, food service, and bar. Please scroll to the Phased Operations Plan section for more detailed information.

The Fish Creek Lodge locker level will only be open only for guests to **actively** gear up or use restrooms while wearing an appropriate face covering. Guests are expected to spend less than five minutes indoors. Lingering

will not be tolerated, and guests will be asked to leave. **All belongings must be stored inside your locker!** If you do not have a locker, treat your vehicle as your locker and gear up appropriately.

Portable restroom units will be located in the parking lot and at the Hooter Chairlift loading terminal. Three outdoor tent stations at the base area will have heaters and seating for guests and staff to gear up and warm up. The Great Room seating area will be closed.

Phased Operations Plan

Eaglecrest reserves the right to limit guest traffic to preserve social distancing

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	Face coverings required when social distancing is not possible.	Face coverings required.	Face coverings required.
Hilda Dam Cabin	Open: private overnight rentals and public day-use at your own risk. Face covering required during public day-use hours, in the cabin and on the deck.	Open: private overnight rentals and public day-use at your own risk. Face covering required during public day-use hours, in the cabin and on the deck.	Open: private overnight rentals at your own risk. Closed: public day-use hours.
Eagle's Nest	Open: deck area, warming area, and restrooms at your own risk. Face coverings required in all spaces, indoor and outdoor.	Open: deck area, warming area, and restrooms at your own risk. Face coverings required in all spaces, indoor and outdoor.	Open: deck area and restrooms at your own risk. Closed: warming area. Face coverings required in all spaces, indoor and outdoor.
Fish Creek Lodge Deck	Face coverings required.	Face coverings required.	Closed.
Porcupine Lodge Deck	Face coverings required.	Face coverings required.	Face coverings required.

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>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 get pre-fitted for rental equipment. 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 get pre-fitted for rental equipment. 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 and Hooter Chairlift terminal.</p>	<p>Face coverings required.</p> <p>Portable Restroom Units (PRU) available in the parking lot and Hooter Chairlift terminal</p>	<p>Restricted access. Face coverings required.</p> <p>Portable Restroom Units (PRU) available in the parking lot and Hooter Chairlift terminal</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>	Closed.
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>Outdoor service only. Face coverings required.</p>

<p>Tower Bar</p>	<p>Reduced to 75% indoor capacity.</p> <p>Face coverings required, except while eating or drinking.</p>	<p>Tower Bar will operate at an outdoor tent station near the Hooter Chairlift base.</p> <p>Face coverings required.</p>	<p>Tower Bar will operate at an outdoor tent station near the Hooter Chairlift base.</p> <p>Restricted access. Face coverings required.</p>
<p>Lockers</p>	<p>Face coverings required.</p>	<p>Face coverings required.</p>	<p>Restricted access. Face coverings required at ALL times, no exceptions.</p> <p>Locker users will be allowed to collect their belongings and actively gear up inside the locker area or visit an outdoor tent station. Once you are geared up, you MUST exit immediately.</p> <p>Locker users will NOT be allowed to: remove face coverings at any time, linger anywhere inside the building, eat, hang out, warm up.</p>
<p>Restrooms</p>	<p>Face coverings required.</p> <p>Portable Restroom Units (PRUs) available in the parking lot and chairlift loading terminals.</p>	<p>Face coverings required.</p> <p>Portable Restroom Units (PRUs) available in the parking lot and chairlift loading terminals.</p>	<p>Restricted access.</p> <p>Portable Restroom Units (PRUs) available in the parking lot and chairlift loading terminals.</p>

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	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. Students are not allowed indoors.
Phase 4	If CBJ elevates Community Risk Level to "Very High", The Snowsports School will offer private lessons options only. Advance reservations required.