

Visitors guide and safety protocol

Lift tickets (day, 4 hour or night) must be purchased online. **They are date specific and are non-refundable.**

We are currently in a **red zone**. This means;

- Only members of the same household may ride the same chair.
- The Chalet is open only for warming up and washrooms.

New information on lessons will be coming shortly due to changes as mentioned by the Quebec government. Inter-regional travel is not recommended, although not prohibited.

3 Golden Rules:

- Always respect 2 meters with other clients and employees both indoors and outdoors.
- Face coverings are mandatory both indoors and out for persons 3 years and older
- Frequent hand sanitation

Do not come to the ski area if you are sick, have any symptoms of COVID-19 (fever, cough, difficulty breathing) for yourself or an immediate family member.

Equipment

Equipment rentals must be purchased online. They will be pre-set for your arrival which allows minimal contact and will get you on the slopes faster. Seasonal rentals are available in limited quantities.

New – “Food Truck”

Whether you are looking for a warm beverage or some hearty food, get it at our mobile food canteen. Cozy up around our outdoor fire pit but remember to distance with others, so take turns.

Of course, we have implemented all the usual sanitation, daily employee screening.

Also, **tickets are available at the newly constructed external window** at the rental shop (with another coming for the chalet) and external wall of the boutique.

- Touchless taps and urinal flush valves in the washrooms.

- Long seating benches are replaced by individual tables and chairs, kept at the required distance.
- Our ambassadors will be here to guide you through this different season.

Payment

We ask that you try to make any on site payments cashless. We accept Visa, MasterCard and Interact at all sales points. Purchase reloadable Vorlage gift cards for the kids from our office.

COVID - 2020 / 2021 Season Information

November 9, 2020

This season will be different from what we all are used to. Vorlage is committed in taking all precautions to ensure the safety of customers and staff. However, the collaboration of our customers to follow rules will be important to ensure an enjoyable and safe season for all.

If you are sick, have any symptoms of COVID-19 (fever, cough, difficulty breathing) for yourself or an immediate family member, we ask that you stay home and do not come to the ski area. Also, if you have traveled outside the country in the last 14 days do not come to the ski area.

3 golden rules to apply at all time:

- Respect a distance of **2 meters** with other individuals.
- Wear the required **face cover** in all indoor and outdoor public spaces.
- Practice frequent **hand cleaning**.



Face coverings are mandatory

Wearing a mask or face covering is always mandatory, outside and inside, regardless of the alert level. We suggest having two face covering: one for indoors and one for outdoors.

The face covering can be a procedure mask, a homemade mask, a neck warmer, a balaclava or any other well-fitting piece of clothing that covers both the mouth and nose. The piece of clothing must be made of at least two layer of tightly woven fabric and must be large enough to cover both the mouth and nose.





Mandatory for everyone 3 years old and over

Inter-regional travel

Inter-regional travel is not recommended from or to a red or orange zone. However, this is not forbidden and the government encourages physical activity for the sake of health.

Visitors are encouraged to limit their selves to activities at the ski resort and to follow the rules applicable to their region of residence:

It is the responsibility of everyone to follow the Public Health guidelines and measures to help assure the health and safety of all.

Health and safety instructions to enjoy a safe ski season				
Basic measures				
   				
	LEVEL 1 - VIGILANCE	LEVEL 2- EARLY WARNING	LEVEL 3 - MEASURES IN FORCE	LEVEL 4 - MAXIMUM ALERT
Inter-regional travel	Authorized		Not recommended from or toward an orange or red zone. Visitors should apply the instructions associated to their local region.	Not recommended from or toward an orange or red zone. Visitors will be limited only to the practice of their sport while onsite.
Base lodge and F&B	Access will be limited according to the building size. Food services will operate following the sector specific measures. Face-coverings are required for every visitors 10 years old and +. ¹ Frequent cleaning and disinfection for all high-touch areas.			Base lodge will only be used as a shelter for guests to warm up, with limited access time. Disinfection protocols after each use. Sanitary facilities will remain accessible.
Services (Ski shop, Rentals, Lockers)	Access will be limited in order to respect the 2m physical distancing. Face-coverings are required for every visitors 10 years old and +. ² Equipments are disinfected after each use.			Ski shop open only and seasonal equipment rental permitted.
Lifts	Visitors from the same household are encourage to ride the lift together. Respect the 2m physical distance in lift lines. Face-coverings are required in lift lines and while riding the lift (3 years old and +). ³ Limited capacity for gondola at 50%.			1 lift = 1 household 1 gondola = 1 household or 2 single visitors For single visitors, the 2m physical distancing will be applied for all lift types.
Snow School	Face-coverings, like neck warmers, are required for all skiers of 3 years old and +. Small and stable group are recommended.			Closed
Federations/ Competition team	Refer to Ski Quebec Alpin and other Federations plans			All organized sports are suspended. Individual practice is permitted.



Ski well,
Be well.

¹ Bring a spare face-covering to access the lodge.
² <https://www.quebec.ca/en/health/health-issues/a-z/2019-coronavirus/wearing-a-face-covering-in-public-settings-in-the-context-of-the-covid-19-pandemic/>

³ It can be a neck warmer, balaclava, neck gaiter or other accessories well adjusted that covers mouth and nose. This accessory should be made of 2 layers of fabric, tight stitches and large enough to cover both the mouth and nose.

Plan your visit

Lift tickets will have to be purchased in advance through our website and quantities may be limited at peak times to maintain distancing requirements. The Health Department requires contact tracing for all persons at Quebec ski areas. Although there are no restrictions in the number of season passholders, they will be required to register on site. Exterior and interior ticket booths will be available. More details on procedures will follow.

Lift access

In the green, yellow or orange zone, the use of the ski lifts by members of the same household is encouraged but not mandatory.

In the red zone, only members of the same household may ride the same chair.

Face coverings are required in the lineup and on lifts (3 years and older). A distance of 2 meters in the lift queues.

Chalet / Food Service

In the green, yellow or orange zone, the chalet is open for food service. With reduced capacity for distancing requirements, the time of use is limited so guests can enjoy our services. Personal effects will not be allowed in the chalet so bags, boots and other personal items must remain in your vehicle. Boot up in your car.

In the red zone there is no food service offered in the chalet. It will be open for warming facilities and washrooms. We are setting up outdoor alternatives.

Rental, Boutique

Rentals are to be reserved on our web store. They will be pre-set for your arrival which allows minimal contact.

Seasonal rentals will be available with priority given to multi week lesson participants.

Daily rentals **are now allowed in all zones**, including red, however these are also required to be reserved on line. Equipment is disinfected after each use. Hours of operation for the boutique will be posted.

Snow School

Lessons will be offered depending on the level of alert. Currently we are in the red zone and lessons are not permitted. However, we have 2 months until the start of the majority of programs and health measures are evolving (recent allowing of daily rentals).

Privates which allow one on one are a good choice. Our group lesson class sizes have been reduced. Remember that everyone over the age of 3 must wear a face covering.

November 9, 2020