



COVID-19 FAQ's

Do I need to have a reservation to ski this season?

Season pass holders and Mission: Four'dable tickets will be our highest priority in managing any restrictions. It is our intention to allow season pass holders and Mission: Four'dable ticket purchasers to ski and snowboard any day the resort is open without reservations or other exceptional requirements. All other skiing, snowboarding, and snow tubing products (tickets, rentals, lessons) need to be purchased in advance at wispresort.com.

Are lessons still available?

Yes, lessons are available for the 2020.21 season. Learn more using the following link, <https://www.wispresort.com/Lessons/> All skiing, snowboarding, and snow tubing products (tickets, rentals, lessons) need to be purchased in advance at wispresort.com.

Do I need to wear a face covering?

Yes, face coverings are always to be worn indoors. Face coverings are also to be worn outside if 6' physical distancing is not possible. IE: while in the lift maze areas, loading lifts, riding lifts, and unloading lifts. Face coverings are required to be worn by everyone age 5 or older. For snow tubing, in addition to waiting to load, loading, riding, and unloading the lift, a face covering must be worn while on the tubing hill and riding the tube.

What qualifies as a face covering?

Face coverings include surgical masks, cloth masks, scarfs, bandanas, neck gaiter, and full-face shields. Face coverings must cover the mouth and nose.

How will riding the lift work?

Riding chairlifts will follow "travel together, ride together" guidelines. Face coverings are to be worn while in the lift maze areas, loading the lift, riding the lift, and unloading the lift. For Lift Operations details, please use the following link.

https://www.wispresort.com/uploadedFiles/About_Us/Covid-19_Lift_Operations_Guidelines.pdf

Will there be indoor capacity limitations?

The current Governor Order allows for a maximum indoor capacity of 50% - for all resort areas, including public spaces, dining locations, restrooms, etc.

Will Wisp Resort be closed due to COVID?

Please be assured that we intend to open and operate on a mostly normal basis following any Federal, State, or Regional COVID-19 guidelines. The resort and staff are



committed to operating skiing, snowboarding, snow tubing, and mountain coaster at the same level of success as we operated our summer attractions. It is important that every guest understands the Federal, State, Regional, and Resort guidelines and adheres to them at all times – this is our expectation of you so that everyone can enjoy a full winter of fun in the fresh mountain air.

What happens with Season Passes and Mission: Four'dable tickets if the resort closes due to COVID?

A pro-rated credit will be available. Please click on the links below for details.

<https://www.wispresort.com/Mission-Fourdable/>

<https://www.wispresort.com/Season-Passes/>

How do I purchase season passes, lift tickets, or other products?

Online. All skiing and snowboarding products (passes, tickets, rentals, lessons) as well as snow tubing tickets need to be purchased in advance at wispresort.com.

Can I purchase rental equipment online?

Yes. All skiing and snowboarding products (passes, tickets, rentals, lessons) as well as snow tubing tickets need to be purchased in advance at wispresort.com.

I want to make a purchase online at wispresort.com. Why do I not see a “Buy Now” option?

Items that do not have a “Buy Now” option have not been released yet. Please check back for when your item becomes available.

Will restaurants and bars be open for the Winter 2020.21 season?

Due to COVID-19, the current plan is for the Food Court and Sundown Café to be open daily for food and beverage. Seating is currently set per Governor Order at 50% occupancy in the McHenry Room & Loft, Rossignol Center, DC's, Wispers, Lower Level Lodge areas, and yurts B, C, D, and E. The snow tubing lodge and Pumphouse will also operate at 50% occupancy on select days. The bars will operate pick-up style for table seated and take-out patrons.

Will there be a limited capacity on the mountain?

Because skiing and snowboard is a fresh mountain air activity, our intent is to not limit the outdoor experience and provide season pass holders and Mission: Four'dable ticket purchasers the highest priority. To ski, snowboard, or snow tube all products (tickets, rentals, lessons) need to be purchased in advance at wispresort.com.

I ordered a Season Pass. How do I receive it?



Season Passes can be shipped to you for only \$4.99 after the skier agreement is signed. You can simply call the central reservation center and we will be happy to assist you.

*****Please note that this information is subject to change.**