



COVID-19 FAQ's

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

Season passholders, buddy tickets users, and quad pack ticket holders have priority status, and do not need to make a reservation to ski Wisp Resort. A limited amount of daily lift tickets, equipment rentals, and lessons are available online until they are sold out, please [purchase online](#) in advance.

How do I reserve snow tubing and mountain coaster tickets?

To reserve and check availability for snow tubing and mountain coaster tickets, please view online [here](#).

Are lessons still available?

Yes, lessons are available for the 2020.21 season. Learn more [here](#). All skiing and snowboarding products (tickets, rentals, lessons) need to be purchased in advance to guarantee a place on the snow. Get your tickets [here](#).

Do I need to wear a face covering?

Yes, face coverings are always to be worn indoors except when seated and eating in the dining areas. 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 over the age of 5. 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. For the mountain coaster, face coverings are to be worn while in the waiting areas, loading the cart, riding the cart, and unloading the cart.

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 does riding the lift work?

Riding chairlifts follows "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. View our Lift Operations details [here](#).

Are there 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-19?

Please be assured that we are operating 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-19?

A pro-rated credit will be available for [Mission: Four'dable](#) and [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.

Purchase passes, tickets, rentals and lessons [here](#).

Purchase snow tubing and mountain coaster tickets [here](#).

Can I purchase rental equipment online?

Yes. All skiing and snowboarding products (passes, tickets, rentals, lessons) need to be [purchased in advance](#).

Are restaurants and bars open for the Winter 2020.21 season?

Due to COVID-19, our current plan is to have Alpine Eatery and Sundown Café 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 Mountain Park Café and Pumphouse will also operate at 50% occupancy on select days. The bars will operate pick-up style for table seating and take-out patrons.

While dining with us, please limit table time to 30 minutes and keep all personal items stored in your vehicle. The maximum amount of people per table in all dining areas is six.

Is there 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, Mission: Four'dable ticket



purchasers, and buddy tickets users the highest priority. To ski and snowboard, all products (tickets, rentals, lessons) need to be [purchased in advance](#).

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. Season passes can also be picked up at Guest Services.

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