

**Information regarding COVID-19
(2020-2021 season)**

Welcome to our new ski area at Mont-Béchérvaise

We are delighted to inform you that the Mont-Béchérvaise ski center will be in operation for the 2020-2021 season. Please be assured that both your and our employees' safety is very important to us. Several changes, reorganizations, improvements and, of course, restrictions have been implemented to ensure you fully enjoy this different season.

OUR SEASONAL PASS HOLDERS ARE OUR UPMOST PRIORITY.

Limited access to the mountain:

Following closely the development of the current situation with COVID-19, we have no other choice but to control the access to the mountain. We will prioritize access to the mountain for our seasonal pass holders. For them, no reservation will be necessary.

Daily tickets, however, will be available **ONLINE ONLY**, in limited quantity and will need to be bought ahead of time. (Sales of daily tickets will close the day prior at 23:59).

NO TICKET WILL BE SOLD AT THE TICKETING OFFICE.

These efforts will allow us to ensure our guests safety and maintain a high-quality experience on the mountain.

These exceptional measures, during exceptional times, are just temporary. We will make sure that our guests and staff members will comply with those measures. Therefore we will need your help and understanding, so that we all go through this unique season safely together.

The Skier's Guide to Mont-Béchérvaise

Prepare well (before arriving to the ski center)

•Kindly note that we may need to adjust our operation days this season. We will be open Saturdays and Sundays throughout the whole season, except during school holidays. Depending on the snow falls and weather conditions, we are hoping to open as soon as possible and remain in operations until April 11th, 2020

•Be assured that we are doing all we can in order to be open on Fridays as well. The ski center will therefore be in operations on Fridays upon opening, provided that the public health authorities' regulations and safety measures (patrol's availability) are met. We will be reviewing our schedule regularly throughout the season according to the public health regulations, the patrol's availability and the financial capacity of the organisation.

•Equipment rental will be upon reservation only. This means that: 1) you should contact us ahead for any seasonal equipment rental (by email: montbechervaise@globetrotter.net) or 2) you will need to book the day or half-day equipment rental online while buying your daily ticket.

•Cafeteria service will not be available while in red zone. Access to the Chalet will be restricted to guests wanting to use the bathrooms or for quick warm-ups. While in green, yellow or orange zone, the cafeteria will offer limited food options (we will only serve hot and cold non-alcoholic beverages and snacks).

•We offer an online ticketing system in order to reduce waiting time onsite. Don't forget: daily tickets will only be sold online ahead of time. Also, we encourage our guests to use their debit card when buying anything onsite.

•A face mask is compulsory inside public buildings. Kindly remember to bring a face mask to use inside, on top of your face covering used outside, if you wish to enter the Chalet (for bathroom access for example).

•**Kindly remember to stay home if you have any Covid-19 related symptoms.**

Arriving at Mont-Béchervaise

•The Chalet: Mont-Béchervaise Chalet will become, from now on and until further advisory, a place to warm-up ONLY in red zone, and a cafeteria outside of red zone. In order to ensure that public health regulations are met, especially social distancing, the ski center had to reorganize the space. **We trust that you will work with us and understand the new space management in the building, which aims at ensuring everyone's safety.**

•**Your car will be your new locker room.** We ask you to arrive at the mountain as ready for skiing as possible. No personal belonging will be left in the main building. Everything you bring with you at the ski center will be left in your car. The Chalet will be open for warming up only in red zone, and for cafeteria service outside of red zone. Both the building maximum reception capacity and the seating spaces are very limited in order to respect social distancing and other public health regulations. Therefore we encourage all guests to limit their time inside to the strict minimum.

•Upon entering the Chalet, each guest will need to sign a register, as required by public health authorities.

We trust that you will support us by complying with those new measures, this is the only way we can ensure everyone's safety and all have an enjoyable ski season.

Your ski day

•**Social distancing:** Whether outside or inside buildings, it is vital to keep 2 meters apart from anyone else outside of your family bubble. While waiting for the chairlift or magic carpet, at the ticket office, at the equipment rental counter or at the cafeteria, kindly respect the government regulations regarding social distancing.

•**Disinfecting:** Several hand-sanitizer stations have been added on our premises. Hand-sanitizing is required upon entering the chalet and as often as possible throughout the day.

•**Reorganization:** All points of service (ticket office, rental equipment, and cafeteria) have been equipped with protection screens and our staff members will wear the required protection equipment for both their and your safety.

•**Chalet access:** While in red zone, access to the Chalet will be limited to guests needing to warm up for a short time or who need to use the bathrooms. Outside of red zone, it will be possible to have a quick lunch inside. However, kindly note that the number of people within the building is limited, as well as the number of seats. Therefore, we ask you to make your time inside as short as possible. Also, kindly leave your spot clean afterwards, so our staff can quickly sanitize it for the next guests.

Kindly note that, in order to comply with public health authorities regulations, the microwaves have been removed and will no longer be accessible.

•**Ski lessons:** For information on ski or snowboard lessons, kindly contact the school by email (ecoleglissemontbechervaise@gmail.com) or phone first. If you need to come in, kindly wear a face mask and comply with social distancing regulations. All lessons require booking ahead, either by phone or email. No lesson will be given without prior booking.

The meeting point will be, as usual, outside by the *École de Ski* sign (very visible). Regarding equipment rental for a lesson, kindly notify the staff members while booking your lesson. They will ask for sizes and will arrange for your equipment to be ready before the lesson starts. Kindly plan to arrive at least 30 minutes before your class scheduled time to pick-up your rental equipment.

•Seasonal Equipment rentals: For seasonal equipment rental, kindly contact us by email to montbechervaise@globetrotter.net so we can plan a fitting session. The equipment will be picked-up and returned each day to the equipment rental counter. Kindly inform us ahead of the days you will come in, by sending an email to montbechervaise@globetrotter.net, at least 48 hours before you come to ski. We will prepare your equipment and leave it outside the building, on the lower level (near the equipment rental doors) so you don't have to wait in line. If you do not notify us ahead, we cannot guarantee the availability of the equipment.

•Day and half-day equipment rentals:

Day and half-day equipment rental must be booked online while booking your daily ticket. Upon arrival, please go to the equipment rental counter (located on the lower level of the building) with your online confirmation. Kindly follow the social distancing rules while waiting in line.

All these exceptional measures are mandatory and need to be followed, as per the public health regulations dictated by Quebec government. Kindly note that these measures are temporary. They will be removed as soon as allowed by the government.

Kindly understand that those measures are implemented for your own safety as well as our staff members' and are complying with the public health authorities guidelines.

We all know that the 2020-2021 season will be different. With your help and understanding, we will go through it together in an enjoyable environment.

We would like to thank you all warmly!