



2020/2021 MASSANUTTEN WINTER PLANNING GUIDE

Last updated on November 8, 2020

Gatherings & Crowds

The Commonwealth of Virginia will be requiring us to reduce the capacity to help slow the spread of Coronavirus. To limit capacity, we will provide tickets and services for purchase in advance online, when at all possible. This will require you to plan further in advance than in the past. Capacity limits will apply to lift tickets, lessons, rentals, snow tubing, ice skating, dining, the WaterPark, and most places where crowds could gather. While there are limits, we believe these reduced capacities will both enhance your experience and help limit the spread of the virus.

Lift Ticket Sales

To help manage lift capacity and lines, numbers of skiers and riders will be limited at any given time. To ensure you have your ticket prior to arrival, online purchasing is recommended. We will be offering a *Last Chair Special* that will be valid for the last 2 hours we are open from 3-5PM Tuesday - Thursday and 7-9PM on days with night skiing. The availability schedule below applies to ski, WaterPark, snow tubing, ice skating, and classes & activities:

30 Days - Tickets will be made available on the Owners Portal for owners to purchase 30 days in advance.

21 Days - RCI, Massanutten, & TripForth rental guests. Rental guests should be on the lookout for an email providing access to purchase tickets.

10 Days - Available to all on a first-come, first-served basis [online](#) and on the [Resort App](#).

Tickets are available for 8-hour sessions, 4-hour sessions, and night sessions.

Please note that there will be days we are sold out - weekends and holidays in particular. Advance online purchasing is encouraged. We also anticipate greater flexibility on weekdays.

Season Pass Holders

Rest assured that all season pass holders and Indy Pass holders will be able to use their pass as purchased – at this time, no reservation will be required. If conditions require adjustment, we will communicate to all pass holders directly. Please do ensure that we have an updated email on file by emailing snowinfo@massresort.com. To reduce foot traffic in our office, season pass purchase and pick-up transactions will now be processed at our new season pass ticket window.

Lifts

Lift rides will be restricted to immediate family members and those traveling together. So, what does this mean? No more single lift lines or pairing up with someone you do not know. Line queues will look different this year to allow for physical distancing. Face coverings are currently required around the Resort and this will continue when in lines, lift queue lines, and when loading and unloading from the lifts.

Ticket Allocations & Points to Consider

We do anticipate reaching mountain capacity during peak periods and on weekends. However, with [online](#) and [Resort App](#) purchasing in place, you will have the benefit of knowing in advance if space is available and to secure your ticket. **Please see information under Lift Ticket Sales for more information.**

Here are a few tips to help plan your visit

Priority will be made in the following order:

- Owners & Season Pass Holders
- Overnight guests staying at a Massanutten Resort owned accommodations
- Daytrippers

Weekdays are the new weekend! If there is ever a year to use a few of your vacation days to relax and unwind with us, this is *the* year. We anticipate much better time selection and lower rental rates overnight on weekdays and strongly encourage you to take advantage of more mountain access and shorter, less crowded wait times.

Any available tickets remaining after owners and overnight guests will be made available to the public. These tickets will be available [online](#) and on the [Resort App](#).

Night Skiing

Night skiing will be available nightly Dec. 26 - Jan. 4 and Friday - Monday, Jan. 8 - Mar. 6. To review our updated schedule, please [click here](#).

Rentals & Lessons

Rentals will be available online and in-person for guests with slope use ticket confirmation. Online purchasing will allow for a speedy process, reduce congestion, and more importantly – give you back valuable time for making more mountain memories!

The rental shop will have new inventory software and traffic flow when you arrive. This will expand into the adjacent Mountain Cruisers building to allow for increased space, improved traffic

flow, and of course more time for you and your family on the slopes.

Lessons will begin as private and semi-private (from the same traveling party) for at least the first half of the season. We will reevaluate that point as we monitor the evolving dynamics. Unfortunately, traditional group lessons, Mountain Cruisers, Mini-Riders, or multi-week Learn to Ski (LTS) programs will not be available this year. We will offer our season-long race and freestyle programs. Due to instructor availability, all lessons must be purchased by phone at 540.289.4921.

Ski Lodge Access & Dining

To continue providing a remarkable and safe experience, we will be taking steps to keep everyone outdoors as much as possible. We encourage you to use your car as your go-to destination. Think of it as your own private Base Camp.

- **The Ski Lodge will have limited capacity and we kindly ask you to keep visits short (particularly during busier days) to allow for better access to restrooms and food pick-up areas.**
- Bar service at Encounters Lounge and Base Camp will be limited to table service only.
- The Ski Lodge Cafeteria will not be open, however, we will offer additional self-service options and expanded picnic

Indoor WaterPark

Many of the same procedures you have been reading about in the Winter Sports section also apply at the WaterPark, but let's take a closer look...

First, let us review the similarities:

- WaterPark capacity continues to be limited, and just as with snow sports, we recommend that you purchase tickets in advance to secure your spot. Tickets can also be purchased via the [Resort App](#) and [website](#).
- Annual Pass Holders: yes, there will be space for you. Just like the summer when the slides opened, a reservation will be required. Annual Passes are available for purchase at any time on the [Resort App](#) and [website](#).
- Ticket Allocations: advanced tickets will be released for purchase following the same 30, 21, and 10-day schedule as lift ticket sales.
- **To allow as many guests as possible to enjoy the WaterPark during holiday and peak periods, sessions will be offered instead of all-day admission. Please refer to [massresort.com/hours](https://www.massresort.com/hours) for session dates and times. Sellouts are anticipated during these times with tickets unavailable to be purchased at the WaterPark.**
- Towels are not provided at the WaterPark, though you may bring your own. Massanutten WaterPark towels are available for purchase at MerchanDice Surf Shop.

What has changed?

- Admission sales are processed on the entry-level, creating

tables outdoors.

- Additional dining options will be available on the mountain to help with spacing.
- NEW! Mid-Mountain Grill will have a wider range of offerings including beer and wine service.
- Table service in the Ski Lodge and on the deck will utilize technology allowing paperless menu options, online ordering, and for your food to be delivered to you directly.

Snow Tubing, Ice Skating, & Activities

All snow tubing, ice skating, and activities/class tickets will be sold [online](#) and on the [Resort App](#). To allow for physical distancing and to provide a safe and enjoyable experience, capacity and session times will be reduced. Sessions times for snow tubing will be 90 minutes long and ice skating sessions will be 60 minutes long. Please note that the tubing observation area will not be open to guests without a ticket due to distancing requirements and space constraints. The ice skating observation area is limited to one non-skating guest per family. This will help us to better accommodate you during your visit as snow tubing and ice skating are two of our most popular activities during winter.

the queue line outside of the main doors. Tickets for sessions are redeemable one hour before the session starts and all members must be present at the time of redemption.

- There are capacity limits for Diamond Jim's Arcade and MerchanDice Surf Shop.
- Proper physical distancing for the admission queue line, Diamond Jim's Arcade, and MerchanDice Surf Shop are 6' apart. While in the WaterPark, physical distancing is 10' apart.
- Seating pods are arranged throughout the WaterPark, adhering to physical distancing guidelines. We ask that you not rearrange the seating areas. Although seating is very limited under current state guidelines, those dining at The Snack Shack are welcome to enjoy their meal in the Blue Ridge Buffet, located on the entry-level of the building.
- Hand sanitation stations are available throughout the Park.

Please visit <https://www.massresort.com/play/waterpark/indoor-park/> for more info.



Keeping It Fun & Safe

Without question, our first and biggest priority this winter season will be safety: safe mountain activities, safe queuing, and safe space throughout the mountain. Our second priority, and also a very important one, is providing a remarkable time for you and your family!

Check out our other new and fun experiences this winter:

- **Explore the Nutt – “Never Have I Ever”** - Face your fears and try something new this year at Massanutten! When you arrive, pick up a “Never Have I Ever List” to check out activities and events around the mountain. After you have checked off a few on your list, stop by any Massanutten retail store for a “Never Have I Ever” pin to collect and wear however you choose!
- **Expanded Outdoor LIVE Music!** – Enjoy even more opportunities to listen and relax to live music after a day out on the mountain. We will be adding additional live music dates and wide-open spaces to sit for you, your friends, and family.
- **Instructional Videos & Tutorials coming soon!**

Tools You Can Use

We know this is a lot to take in and you must have many questions that we can answer. To help for a more smooth process of communication between us and our owners and guests, we will be introducing a few support tools soon that include:

- **Live Chat & Tutorials** - We know that there are times that doing everything online can be a challenge. To help you along the way, we will have staff on standby for live chat to point you in the right direction and answer questions.
- **Support Videos** – Most of us have watched an instructional YouTube video to figure out how to fix a leaky faucet or bake the perfect bread. We will be launching a few of our own instructional videos to get you familiar with everything from booking to parking.
- **Phone Support** – A central call center is now in place to help answer any questions you may have. Please call us at 540.289.9441 or visit our live chat on our homepage.
- **Expanded Resort App Functionality** – Prior to opening day, the [Resort App](#) will be updated with everything you need to find helpful information as well as links for booking tickets to plan your trip with ease.
- **Social Media** - [Facebook](#), [Instagram](#), and [Twitter](#).
- **Website** - www.massresort.com/recovery and www.massresort.com/winter will have the latest info. Check back often!

See you on the mountain!

