

A LOOK AT WINTER 2020/2021

Winter Sports & Ski Lodge

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 we have the right count of riders/skiers, tickets are available in four and eight hour increments via our [Resort App](#) and [website](#).

Please note that there is a possibility there will be no walk-up purchases offered this year. We will provide an update on this soon.

Season Pass Holders

Rest assured that all season pass holders will be able to use their pass as purchased – however, a reservation may be required so we are able to know when you plan to be on the mountain. Stay tuned for more details on this as well. You can find more info on season passes [here](#).

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.

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 accommodation
- Daytripper's

Planning and booking early is better! Owners and Resort lodging guests must purchase their lift tickets or ski packages in advance to guarantee slope access. More info on advanced ticket sales will be announced soon. To **guarantee your spot**, book early and have it covered.

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 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.

Night Skiing

Night skiing will be available for three to four nights a week this season. This schedule will be released mid-fall.

Rentals & Lessons

There is also the possibility that rentals and lessons may be 100% online this year. Fortunately, this is good news for you as 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 a new 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 probably will not be available this year. We will however plan to offer our season-long race and freestyle programs.

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 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

All snow tubing and ice skating 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. This will help us to better accommodate you during your visit as snow tubing and ice skating are one of our most popular activities during winter.

Indoor WaterPark

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

First, let us review the similarities:

- WaterPark admissions will be the same as lift tickets sales with the exception that there will not be a four or eight-hour ticket option. 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.
- Tickets Allocations: more to come on this as we work to reopen the Indoor Park this fall.

What has changed?

- Admission sales are processed on the entry-level, creating the queue line outside of the main doors.
- 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.
- Hand sanitation stations are available throughout the Park.



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 in late October including:

- **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** – We will be setting up a dedicated Resort wide phone center this winter. Meanwhile, feel free to email us at snowinfo@massresort.com.
- **Expanded Resort App Functionality** – By mid-November, 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!

