

Winter 2020/21 FAQ

Will I be able to walk up and buy a lift ticket?

With firm capacity limits in place, walk-up access is not guaranteed. We strongly encourage guests to purchase their tickets in advance to avoid disappointment.

If I've already reserved my lodging and due to reduced capacity I'm unable to ski/ride, will I get a refund for my lodging?

We strongly encourage advance purchases on all products, including lift tickets, to ensure your access to the resort. **We will not be offering refunds on lodging due to capacity limitations.**

Do I need a reservation to ski/ride at Snowshoe?

At this time, Ikon Pass, Ikon Base Pass, Snowshoe Unlimited Pass, and Early Season Pass holders will not need reservations to ski and ride during the 2020/21 winter season at Snowshoe. **Guests who advance purchase a package (including lift tickets/passes and lodging, etc.) are guaranteed mountain access** for the dates of their booking.

What are holiday and peak periods?

- Christmas: December 26th – January 2nd
- MLK: January 15th – 17th
- Presidents: February 12th – 14th
- Peak: Friday – Sunday, December 18th – March 13th

Can I buy a ticket on the day I want to ski?

To ensure access to the mountain we strongly suggest purchasing a pass (either Ikon or Snowshoe specific). At this time, we anticipate limited availability of walk-up tickets during the winter season. Some single day lift tickets may be available for day of purchase based on last minute availability.

Can I buy a single day lift ticket in advance?

We will be offering online, advance single and multi-day lift tickets in advance. These will be available in the coming weeks. Guests are encouraged to purchase in advance to guarantee mountain access.

Do I need a reservation for equipment rentals?

We will be offering online, advance rentals and highly encourage guests to purchase in advance. This will reduce your transaction and interaction time as well as save you money and guarantee your rental.

How will lines follow physical distancing requirements?

Physically distancing naturally occurs from tip to tail when wearing ski and snowboards. Guests will also notice additional spacing measures, including extended maze designs and more lateral spacing to create a consistent flow of appropriately spaced traffic. In addition, markings and staff members will help create appropriate social distancing when necessary.

Will I have to ride the lift with people I don't know?

Guests will self-group and load chairlifts with their traveling party. Lift attendants will work to put traveling parties together on lifts, but unaffiliated skiers/riders may be loaded on the same chair. In these situations, chairlift capacity will be limited to provide additional spacing between seats. Guests who are not comfortable riding with others will not be forced to, but may have to wait additional time for lift access.

Am I required to wear a face mask at the resort?

Yes, face masks are required indoors by the state of West Virginia. You should expect to wear a face covering when in common gathering places like the base area, lift lines, bathrooms, ski school lessons, entering restaurants, etc. You do not need to wear a face mask while dining at your table.

Can I go into any lodge to eat at any time?

Lodges will be monitored by hosts to maintain appropriate indoor capacity. If lodges are at our decided maximum capacity, you may not be able to enter at that time. We are expanding our outdoor dining options to accommodate more skiers and riders. We appreciate your understanding and support as we follow local and state regulations.

How do I order food at the restaurants?

We are working on a contactless system and will follow up with details closer to the season.

Do I need reservations to eat at the restaurants?

10 Prime, our new upscale steakhouse in Soaring Eagle Lodge will require reservations. At this time, we are not requiring reservations at other locations.

Are any restaurants NOT opening this winter?

No, currently we plan to operate all restaurants this winter and will be introducing expanded delivery and pick-up service at Shavers Center. They will be following state and local guidance on capacity and sanitization.

Will ski & snowboard lessons be limited?

Yes, there will be reduced capacity for lessons this season and modifications to operations to ensure distancing. We will discontinue Mommy & Me and Kids Night Out offerings for the season.

Will stores at the mountain be open for shopping?

Yes, currently stores at the mountain will be open for shopping. They will be following state and local guidance on capacity and sanitization.

Besides skiing, what activities are available on the mountain this season?

Many activities remain the same, while other may have altered operations or not be available this winter. For a complete list of winter activities please visit

<https://www.snowshoemtn.com/things-to-do/activities>

What precautions are you taking to reduce Health and Safety risks?

In addition to capacity management, we will be continuing to require facial coverings indoors and while loading chairlifts, socially distancing, practicing healthy hand washing/sanitizing, increased cleaning efforts at all high-touch points, etc. These practices will remain a priority for Snowshoe staff and guests to minimize the spread of COVID.

If I am sick and can't travel, how do I cancel my reservations?

If you are experiencing COVID symptoms or have tested positive for the virus please do not come to the resort. Please call Snowshoe Central Reservations at 877-441-4386 for assistance with changing your plans.

How can I avoid lots of people on the mountain if I'm worried about crowds?

We always recommend mid-week travel/skiing if you're able. With more people having flexibility in their schedules due to working remotely, this may be a new option for you this year. Mid-week tends to be less crowded than weekend and we do not expect to have as many capacity issues during weekdays.

Where can I get more information and details?

We have created a website specifically to answer questions about mountain operations and changes due to COVID. Please visit snowshoemtn.com/covid for the most up-to-date information. Also, feel free to call Snowshoe Central Reservations at 877-441-4386 any time you have questions.