



2020-2021 Winter Operational Plan

Bear Creek in conjunction with our parent company Southern Management, the National Ski Area Association and the Pennsylvania Ski Area Association have created a comprehensive winter operational plan designed to help keep you safe while hitting the slopes this season. Bear Creek's existing cleaning and sanitation program, Ever Strong focuses upon 4 pillars; physical distancing, cleanliness, active monitoring and rapid response. The National Ski Area Association's Ski Well, Be Well program focuses on best practices for low risk recreation while skiing or boarding. These two programs have helped us develop our comprehensive operational plan which is detailed below.

What to Expect

Safety Protocols

- Face coverings must be worn whenever physical distancing cannot be achieved. This includes in the Lodge, Rental Building, lift lines, when riding the lifts, lessons and in all buildings.
- Although goggles or glasses are not required, we do recommend wearing them.

Season Passes and Lift Tickets

- Season passes are currently on sale. All season pass holders will be given access to the slopes, based on the type of pass they have, whenever we are open. Pass holders will not be denied access.
- All day tickets will be sold online, date specific and in advance only. We will manage the amount of guests on the mountain by limiting the amount of day tickets available each day. Guests will still need to go to the ticket windows or Guest Services to claim their lift ticket.

Lifts & Tubing

- Lift lines lends itself well to physical distancing due to the length of skis and snowboards. We will reemphasize physical distancing while in lift lines.
- We will never make anyone share a chair with someone you do not know. We encourage freinds and family to ride together.
- Face covering will be required when in lift lines and while riding the lifts.
- Tubing will operate with the same physical distancing protocols as the ski lifts. Every one must physical distance when getting on the lift.
- New this season, we plan to extend out tubing runs to the top of the tubing park.



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Rentals

- All rentals should be purchased online and in advance.
- We will limit the number of rentals that are available to eliminate overcrowding in the rental building.
- We encourage everyone that plans to rent equipment to do so as far in advance as possible.
- Seasonal rentals will be offered and are highly recommended.

Snowsports School

Our Snowsports School is a vital part of our resort as we are the premier learn to ski and ride destination in the area. This season we are focusing on small group and individual lesson offerings in order to provide student-centered, guest-oriented, outcome-based lessons that promote safety, fun and learning. All physical distancing protocols and mask requirements will be strictly followed during lessons.

The Lodge and Mountain Eatery

Although the lodge is a place to gather, relax, warm up, store your bags and refuel, this year will be a little different.

- Everybody will need to store their belongings in their car or hotel room. The lodge will only be available for restrooms and grab & go food items.
- Additional portable toilets have been added to the base area for guests who do not wish to enter the Lodge.
- We will also be offering outdoor food and seating options featuring our new food truck, The Hungry Bear. Additional heaters and seating will be available outdoors.

The Grille and Trails End Cafe

- The Grille will be serving to-go meals and will operate as per state and local guidelines.
- The Trails End Café will be open serving to-go meals and will operate as per state and local guidelines.
- We will be operating at the current capacity allowed under our State guidelines.
- Please refer to the website for daily hours.

Daycare

- Sorry, Daycare will not be offered for this winter season.
- The Snow Zone will be an option for parents with young children.



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Parking & Shuttles

- You will not need to make a reservation for parking.
- We encourage all guests to utilize their car as much as possible for booting up and storing belongings.
- Limited shuttle service will be available on busy days.
- We will provide drop-off areas at the plaza so only the driver would utilize the shuttle.

Slope side Sports

- Our retail store, the Slopeside Sports will be open for business although access will be limited to prevent over-crowding.
- Changing rooms will not be available.

Let's work together to be the reason we have a season.



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