



Diamond Peak Ski Resort
Winter Season 2020 -2021
Current Ski Venue Operating Plan
December 10th - April 11th

Board of Trustees – September 30, 2020

General Manager Mike Bandelin



STEP 1: CONDUCT AN OVERALL RISK ASSESSMENT

Before we decide whether or not we are going to reopen for winter operations we asked and answered the questions about local restrictions, our ability to meet local/national health guidelines, keeping employees healthy, and the overall feasibility of operating under current conditions

STEP 2: DECIDE

Opening for Winter

YES

STEP 3: DECIDE

What will operate?

STEP 4: MAKE A PLAN FOR EACH DEPARTMENT

PLAN COMPONENTS

- Communication –staff, community, guest
- Hygiene/Cleaning/Disinfection
- Physical Distancing
- PPE

STEP 5: TRAIN THE PLAN

STEP 6: COMMUNICATE THE PLAN

Share with staff, community, guests

STEP 7: EXECUTE THE PLAN

Put your plan in motion

STEP 8: MONITOR AND ADAPT

Monitor our results and guidance, make adjustments to the plan (S)

Safe Working - Safe Recreating

Face Coverings are Required

Diamond Peak will require face coverings while visiting the ski area whenever physical distancing cannot be achieved.

This includes both indoor and outdoor spaces, except when eating or drinking.



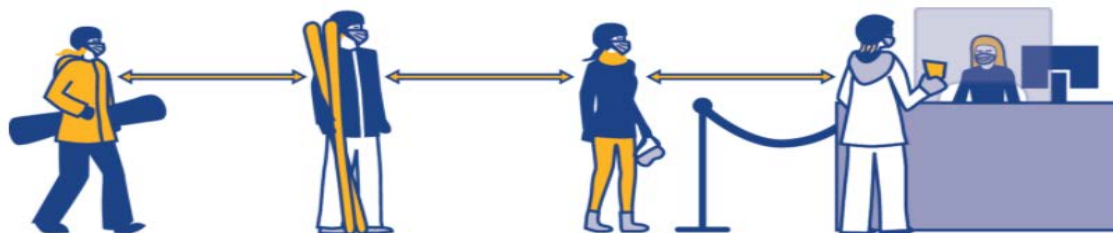
Safe Working - Safe Recreating

Physical Distancing

Diamond Peak's operating plan includes providing appropriate physical distancing through monitored occupancy to our community, guests and employees while visiting the facility.

This includes but is not limited to the following operations:

- Chair lifts
- Ticket lines
- Indoor facilities; dining areas, child Ski center a
- Ski and Snowboard lessons
- Transportation
- Employee work spaces



Safe Working - Safe Recreating

Cleaning and Disinfection

Our plan includes adopting a critical cleaning and disinfection strategy for all areas such as restrooms, dining facilities, ticket areas, chair lifts, shuttle busses, locker rooms, equipment rental areas and employee spaces.

We will encourage guests and staff to regularly disinfect their hands.

All Cleaning products used will follow CDC and EPA guidance on agents which are effective against COVID – 19.



Safe Working - Safe Recreating

Employee Health and Safety

Our operating decisions will be made with the health and safety of our employees in mind.

- Our staff will be trained in COVID-19 safety and disinfection protocols
- Employees will be provide proper Personnel Protective Equipment
- Employees will be asked to complete a wellness check prior to each shift.
- Employees will be required to wear a face coverings while working



Safe Working - Safe Recreating

Communication

We will communicate our plan and requirements to the guests prior to their arrival to the ski area, stressing the shared responsibility in keeping our ski area a safe place to ski and ride.

Diamondpeak.com will be continually updated to keep our community, guests and employees aware of current operations. We currently have detailed information posted on our site of COVID FAQ - Know Before You Go.

Signs will also be posted notifying the guests and employees of required best practices to help ensure a safe recreating experience.



Season Pass Holder Information

Season pass holders are at the core of the Diamond Peak family and we look forward to welcoming you back to the resort this winter. We hope to offer our pass holders as close to a "normal" experience as possible given the new restrictions and protocols in place including:

- At this time we will not be creating a reservation system/requirement for season pass holders to access the mountain.
- Diamond Peak's easy refund policy, the Peak Pledge, remains in effect.
- Bonus Lift Tickets at Diamond Peak's partner resorts may include additional restrictions, blackout dates, or reservation requirements. Please call each partner resort to verify requirements before making plans.
- Season pass sales cap: Diamond Peak will be limiting the number of season passes available to members of the public this season. Once we reach this limit, season passes will no longer be available for purchase. (We will not limit pass sales for IVGID Picture Pass holders.)
- Season passes must be purchased via our online store.

Examples of Informative Signs

HOW WE WORK



BE WISE - SANITIZE!



FACE MASKS REQUIRED AT ALL TIMES



**PRACTICE PHYSICAL DISTANCING
STAY 6 FEET APART**

FACE COVERINGS ARE REQUIRED IN THIS AREA



PRACTICE PHYSICAL DISTANCING

BE WISE SANITIZE!



**PRACTICE PHYSICAL DISTANCING
FACE COVERINGS ARE REQUIRED**

LET'S KEEP OUR SEASON SAFE!

PRACTICE PHYSICAL DISTANCING



FACE COVERINGS ARE REQUIRED

IF YOU ARRIVE TOGETHER



RIDE TOGETHER



**PRACTICE PHYSICAL DISTANCING
FACE COVERINGS ARE REQUIRED**

Food and Beverage

Main Lodge

- At this time the ski area will follow the guidelines set forth by Washoe County of 50% capacity of indoor seating within the dining areas of the Main Lodge and Loft Bar.
- The Lodge deck seating will be available while the tables will be arranged to accommodate physical distancing.
- We have made plans and adjustments to the operation of the Food Court and dining areas with best practices in mind.
- The outdoor Wild Bill's barbeque will be open on weekend and holiday periods or as demand allows.
- We will also provide menu items from the Lightning Grab and Go outdoor service window.
- Following current operating guidelines our Loft Bar will not be available for walk up or sit down service.

Food and Beverage

Snowflake Lodge

- Snowflake Lodge will operate on a daily basis
- Indoor seating will not be available at this time
- Indoor food service will be available while practicing physical distancing
- Deck seating has been arranged to accommodate comfortable physical distancing
- Wild Bill's outdoor Barbeque will operate on a daily basis depending on weather conditions

Chairlifts

Lift lines

Physical distancing in lift lines occurs organically front to back due to the length of the skis and snowboards. Ghost lanes on the sides of each lanes will provide and achieve proper side to side distancing.



Loading the Chair

The guests will be asked to self-group and load the chair with their family or traveling party. We will not require guests to ride the chairlift with people they do not know.

At this time the plan reflects a reduced capacity of riders on the chair. For example the Quad chairs Lakeview, Lodgepole and Crystal will have a capacity of two riders per chair and the double chairs Schoolhouse, Redfox and Ridge will be reduced to 1 person riding the chair at a time.



Chairlifts

Riding the Chair

The average chairlift travels at approximately 5mph, 7 feet every second, providing consistent directional air flow. Chairs are spaced approximately 50 feet apart.



Unloading the Lift

Standard ski area safety rules and on-mountain signage require that people clear the unload area quickly after disembarking. Once clear of the chair, skiers and riders have wide open spaces on which to slide



Skiing Services

Group Lessons

- Reserve and purchase lessons in advance
- Available for skiers and riders 51” and above
- 7+ years and under 51” must take a family lesson with a parent
- Group sizes will be at a 5:1 skier/rider to instructor ratio
- Children 3 to 6 year old group lessons will be available for beginners only
- Multi-week programs are still in the planning process
- All Day Programs, which include lunch, will not be available at this time

Private Lessons

- Reserve and purchase lessons in advanced
- Adult and 7+ 51” and above lessons will be available
- Parent/Child lessons will be available for children under 51”
 - The parent or guardian must be able to ski



We always have, and always will, put the health and safety of our staff, guests and community first.

This season will be different than in the past, our goal as an industry and a local community ski area is to stay open for the entire season.

The guidelines and practices set forth are designed to provide a safe experience to all and set an example to local and state authorities that we can safely operate the ski area.

- What we need from our community and guests:
 - Wear Face Coverings
 - Practice Proper Physical Distancing
 - Plan ahead
 - Consider your day; as indoor facilities will have limited access