



MARBLE MOUNTAIN RESORT 2021 SKI OPERATIONS PLAN

Marble Mountain Resort is committed to ensuring the health and safety of our guests, staff and local residents. Following the specific guidelines for Covid-19 management detailed by the Government of Newfoundland & Labrador is critical for implementing this plan during the 2021 season at Marble Mountain. To provide a safe recreational experience we have implemented new measures and protocols throughout the Marble Mountain Ski Resort.

ENHANCED SAFETY PROTOCOLS

Following all public health guidance to keep guests and staff safe includes requiring facemask coverings, enhanced cleaning and sanitation, physical distancing, and ensuring guests and employees stay home if feeling sick. We have designed our winter operating plan to do what we feel matters most: Offer a great skiing and snowboarding this winter in a safe environment.

TARGET OPENING DATE:

- Thursday January 7th, 2021

TARGET CLOSING DATE:

Sunday April 11th, 2021

OPERATING HOURS

For the duration of the 2021 winter season, we will operate on a five-day business cycle:

- Open: Thursday – Monday
- Lift Hours: 10am – 4pm.
- Closed: Tuesday's & Wednesday's (all season)
- Day Lodge: Open 9am – Closed 5pm (daily)

INSIDE OPERATIONS

- Enhanced cleaning and disinfecting protocols will take place daily
- Non-medical masks will be required throughout the resort
- Hand sanitizing stations will be provided throughout the resort
- Sneeze guards and protective barriers to be installed in high traffic front line locations
- Designated entry / exit points for each building & floor directional arrows installed for one-way traffic
- Employees are required to wear face coverings at all times, regularly wash their hands and stay home if sick
- High-touch surfaces and restrooms will be frequently cleaned and disinfected as per public health guidelines

DAY LODGE

Built in 1995 the building is 3,997 m², with a food service seating area of 1,248 m². It is licensed for 1,000 people and seats 600 over two floors.



The main lodge will be used for short warm up and bathroom breaks. We will limit the lunchtime timelines and allow flow for other users. We will be offering a reduced food service and closing the bar lounge so we can accommodate maximum number of patrons the opportunity to come inside for periodic warm up. We are recommending 375 people inside the lodge at one time. To ensure capacity is not exceeded staff will act as hosts and will monitor door counts.

Seating capacity will be reduced by 50% allowing for seating of 300 patrons. Tables will be spaced six feet apart and table seating will be limited to six from the same group. Facemask may be removed when consuming food or beverage when seated anywhere in the building.

FOOD AND BEVERAGE

The Cookhouse will provide grab and go style food. Options may include but not limited to soups, sandwiches, pizza, confectionary items, and bottled beverages. Microwave services will not be available.

Picnic tables will be provided outside the Lodge to provide space for outdoor seating. We will provide space in the parking lot for Food Truck Vendors who may wish to provide food services during the season.



To allow for increased capacity in the day lodge, the Knotty Pine Lounge will not sell alcoholic beverages this season. The Child Care Centre will be converted into a 19+ location with limited seating and capacity, we will offer canned / bottled beverages only.

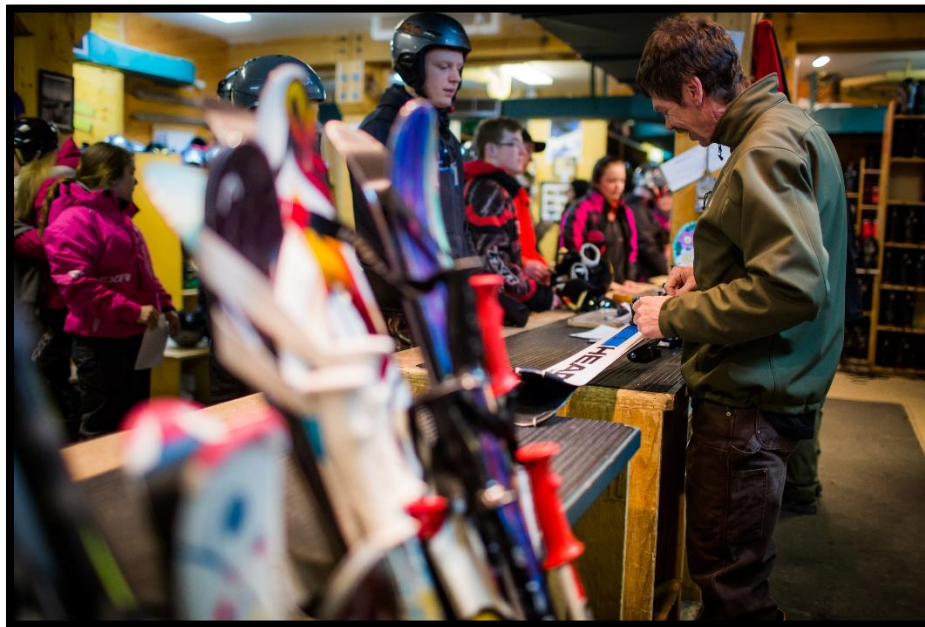
We will be communicating to patrons to lessen their time inside and respect others given capacity limits. Staff and Management reserve the right to separate groups if crowding occurs indoor or outdoor.

RENTAL / REPAIR

Booking in advance is required. We encourage 24 – 36 hours ahead of your arrival to guarantee your ski gear for your arrival. Timelines and suggested appointment style depending on the date and time of your arrival.

Rentals will be only accessed via the rear entrance on ground level. All guests must sanitize hands upon entry. Plastic barriers installed at cash desk and tuning desks. Traffic flow will be one way only. Capacity reduced to 50% to allow for social distancing. Masks are mandatory with ample floor / signage posted leading toward the doors on the opposite end of the building.

The rental fleet will be capped at 250 items per day. After rental equipment is used once, it will be disinfected and held aside unused for 24 hours.





SNOW SCHOOL

With the safety of our patrons and staff in mind, for the 2020-2021 season, Marble Mountain Snow School will be offering private, semi-private (within bubble) and family bubble lessons only. The exception will be our Discover Skiing/Snowboarding package which will have a max group size of 4 people for ages 11+ and take place exclusively on the Broadway learning area. Unfortunately, we will not be offering 10-week programs for the upcoming 2021 season.

Lessons will be available by pre-booking only, either online or by phone at least 24 hours in advance. All participants will meet on snow and will be required to complete a self-health screening on the day of their lesson. Face coverings will be required for participants and instructors.

As the season approaches, we will have more information on the lesson booking process as well as newly designed lessons to cater to our patrons.



OUTSIDE OPERATIONS

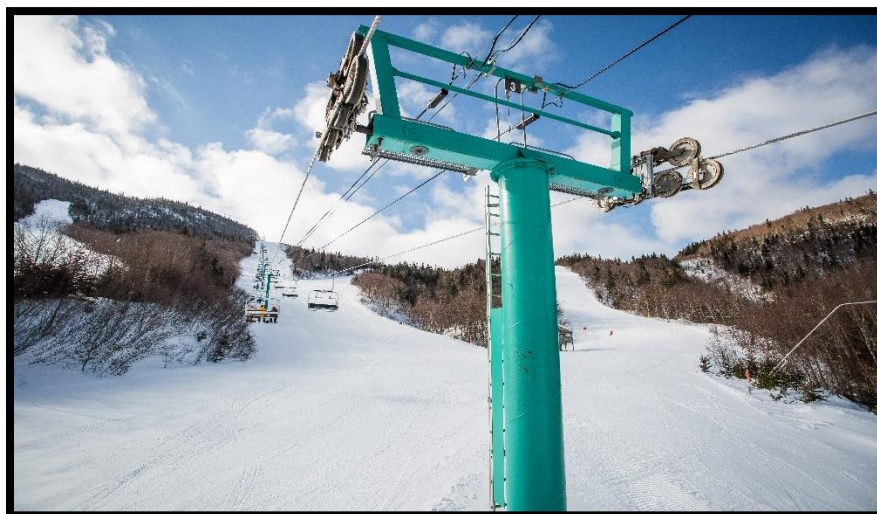
- Designated Enter / Exit doors
- To lower the number of patrons inside outdoor Lift Ticket Windows will be installed
- Picnic tables will be placed around the base area with increased waste bins
- High touch areas such as railings, ski racks and picnic tables to be disinfected twice daily
- Extended maze queuing areas to allow for social distancing guidelines
- Chair lift seats and safety bars disinfected at start of every day
- Extra staff hired to assist with cleaning duties and loading chairs
- Increased signage leading to and from entry / exit points
- Extra garbage containers will provided at base area
- Sniffle Stations will be provided at the base of the chairlift and will be sanitized regularly

SKI LIFT OPERATION

The Lightning Express chairlift will be the only chair in our regular operation for 2021. Loading / wait times may be increased, the Lightning Express is capable of loading 2400 people per hour. The Black Mariah Chairlift will be closed for the season as it requires a new Haul Rope. This is a safety concern that is beyond our control. Access to the East Side will be via the Up-Along.

The Magic Carpets will also be fully operational, so beginners and families have a safe place to learn the basics before going on the chairlift. Queuing areas will be extended to allow for social distancing. Please ask lift attendant for assistance if you need help.

If upper mountain wind speed exceeds 70 km per hour, as per the Z-98 code guidelines, it may force a closure on the Lightning Express Chairlift. If wind speed at lower mountain is deemed safe by Ski Patrol and Outdoor Ops, we will run the Newfie Bullet chairlift as a back up for the day. The Newfie Bullet may also operate on busy weekends to reduce traffic on the main lift.



CHAIRLIFT GUIDELINES

- Lift tickets and season passes should be visible at all times
- Face coverings are required while riding chairlifts and in lift queuing lines
- Queuing areas to be extended to allow for 2m social distancing
- Separate lines will allow bubble riders to que together
- Please leave gloves on and avoid touching your face
- Ask Lift attendant for assistance loading the chairlift if required
- Chair cushions and safety bars on lifts being disinfected on a daily schedule
- Follow ticket checkers, lift operators, and obey posted signage instructions
- Live Together = Ride Together (Family, Close Friends or Bubble acceptable)

GROOMING ROUTINES

Safety is our top priority, there will always be at least one beginner friendly route down from both sides of the mountain. Trail grooming will be undertaken as required related to daily snowfall patterns and overall daily use.

Updated information on groomed runs can be viewed on the www.skimarble.com website, social media channels, the Guest Services / Ticket Counter and the snowline 709-637-SNOW (7669).





TERRAIN PARK

Terrain parks require a significant amount of man-made snow and constant maintenance during the season. The Progression Park will remain in place on Broadway for those looking to progress in a safe environment.

We will be placing “Terrain Nuggets” around the mountain in user friendly locations. This could mean a small rail garden, hip jump or natural rollers placed to the side of a wider trail. Fencing and signage will be heavily in place and Helmets will be mandatory in these locations.

PARKING

We have three large parking lots that all provide easy access to the base area. We ask that no gathering or tailgating takes place while visiting. Overnight parking is not permitted in any parking lots or streets adjacent to the resort.

WASHROOMS

Please use hand sanitizers prior to entering and exiting the washrooms. Day lodge washrooms will be available with limited capacities. Washroom cleaning will be increased throughout the day, but we ask all guests to please be considerate and use the wipes provided to clean any surfaces they have touched.

LOCKER ROOM

Lockers will be available similar to previous season however social distancing and public health guidelines will reduce capacities in this location significantly. Patrons will be asked to monitor capacity. Guidelines for locker rooms will be e-mailed ahead of opening.

TRAILS

- Please practice safe physical distancing while using our trail network
- No handshakes, high fives, hugs unless you are riding within your bubble
- Chill the Send – ride well within your ability level, dependent on the conditions
- Avoid gathering at intersections and trail merge areas
- Please avoid sharing water bottles and trail snacks unless riding within your bubble



SERVICES NOT OFFERED FOR THE 2021 SEASON

- **CHILD CARE**

Out of an abundance of caution, we will not be offering childcare services for guests this season. We are focusing on our on-mountain ski operations.

- **MARBLE VILLA**

The Marble Villa will remain closed for the 2021 winter season. We are networking with local accommodation operators to create Ski and Stay packages. There are some great accommodation options in the nearby area or minutes away in Corner Brook. Please stay tuned for these local Ski + Stay packages.

- **EVENTS**

We will not be offering any major on mountain events this season.

SEASON PASSES

The online Early Bird Season Pass Sale will begin on November 2nd, 2020 and conclude on January 1st, 2021 at midnight.

Household Passes replace the Family category from previous seasons.

Household discounts apply for two or more people living under the same address with at least one adult. Children 5 years old and under receive daily lift tickets free of charge and can obtain a season pass for \$20.00.

Age categories are consolidated into three categories:

➡ Youth = 18 under ➡ Adult = 19 -64 ➡ Senior = 65+

As the season ended abruptly on March 13th, 2020 we are honouring our commitment to all 2020 season pass holders by providing a 20% discount on season passes for the 2021 season. 2020 season pass holders can email admin@skimarble.com to obtain their 20% off, one time discount code.



Season Pass Type & Age	Early Bird Nov 2 nd - Jan 1 st	Regular Price Jan. 2 nd - End	Household Early Bird	Household Regular
Senior (65+)	\$295.00 + tax	\$395.00 + tax	\$295.00 + tax	\$395.00 + tax
Adult (19 - 64)	\$465.00 + tax	\$565.00 + tax	\$375.00 + tax	\$475.00 + tax
Youth (6 - 18)	\$265.00 + tax	\$365.00 + tax	\$185.00 + tax	\$285.00 + tax
Student	\$295.00 + tax	\$395.00 + tax	\$245.00 + tax	\$345.00 + tax

- Household rate eligibility is based on 2 or more members living under the same residence with at least 1 adult season pass purchased.
- Students must be enrolled full time in 2021 winter semester and show proof of enrollment.
- PLEASE NOTE: CHILD 5 YEARS AND UNDER NOT INCLUDED IN HOUSEHOLD OPTION

SEASON PASS DEFERAL PROGRAM

Season Passes are not transferable or refundable under any circumstances. In instances where a medical issue occurs, a season pass holder may apply for a deferral. Deferrals will be awarded on a pro-rated basis, given that the application from the affected season pass holder is received on or before February 28th, 2021. Applications after February 28th, 2021 will not be considered.

- A doctors note, work or travel documents are required to process all deferrals
- All deferrals are subject to a \$30.00 Administration Fee
- Applications received prior to January 7th, 2021 will receive a credit of 100%
- Applications received prior to January 31st, 2021 will receive a credit of 75%
- Applications received prior to February 28th, 2021 will receive a credit of 50%

LIFT TICKETS

Guests will be able to purchase lift tickets online in advance (www.skimarble.com) and from our new lift ticket windows located between building 1 and 2, immediately next to the main doors. The Self Serve Lift Ticket Kiosk will be available with online pre-purchasing capabilities. When possible please practice a direct to lift mindset. Lift tickets must be visible at all times while riding the mountain. Half-day tickets will be sold at 12:30pm.

Age Category		Full Day	Half Day
Senior	(65 +)	\$35.00 + tax	\$25.00 + tax
Adult	(19 – 64)	\$45.00 + tax	\$30.00 + tax
Youth	(6 – 18)	\$30.00 + tax	\$20.00 + tax



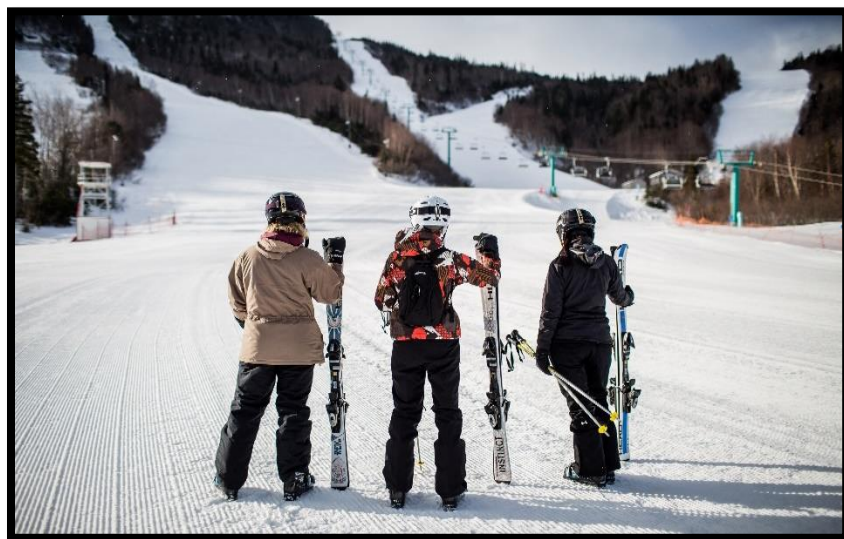
LIFT TICKET BUNDLES

New this season, we will offer Lift Ticket bundles on sale only from Nov. 2nd, 2020 – Jan. 1st, 2021. Five lift tickets for the value of four for any age group. Customers will be able to purchase books of five transferable passes, valid for the 2021 season only. www.skimarble.com

THE NOMAD PASS

Show your Marble Mountain Season Pass at any Atlantic Canadian Snow Resort and receive 25% off the price of a full day lift ticket.

- White Hills
- Smokey Mountain
- Ski Martock
- Ski Wentworth
- Ski Ben Eoin
- Ski Cape Smokey
- Mark Arendz Provincial Ski Park
- Poley Mountain
- Crabbe Mountain
- Newfoundland
- Labrador
- Nova Scotia
- Nova Scotia
- Nova Scotia
- Nova Scotia
- Prince Edward Island
- New Brunswick
- New Brunswick



Celebrate Winter at Marble Mountain Resort,

See you on the slopes in 2021!