



Hello Skiers & Boarders!

Welcome to the 2020 – 2021 Season! We look forward to seeing you all very soon!

New this season, we have invested in a PB400 Park Pro Grooming Machine, as well as, 10 new HKD snow guns, to enhance our snowmaking capabilities. We have also installed improved trail lighting under the Double and on Knee Knocker. We anticipate your on-mountain experience to be even better this season, despite COVID.

In the era of COVID-19 and a global pandemic though, we will certainly see some changes here at Toggenburg Ski Center, as to comply with the New York State and local regulations.

Face coverings will be required at all times, except when eating or when skiing and riding. Physical distancing must also be practiced whenever possible. Enhanced cleaning and disinfecting procedures have been implemented throughout the facilities and all staff members are required to complete a temperature and health check at the beginning of each shift.

Base buildings and food & beverage capacities will be limited. This would typically create some pinch points for capacity, in areas such as our rental shop, cafeteria, The Foggy Goggle and ticket area, but we are expanding and reinventing these areas to better service our guests safely.

As capacities in all food service areas will be limited to 50%, to accommodate The Foggy Goggle, we plan to expand into the Base Lodge. We plan to add a "Grab & Go" shack at the South end of the Base Lodge as well. We will also be modifying some of the cafeteria service.

To reduce congestion in the rental shop, we plan to utilize the two breezeway exterior windows as a outside breezeway distribution of equipment.

Children's Programs will be limited, with increased minimum age limits implemented. We are looking at developing a parent & child lesson product as well. More details to follow.

Ski School will be changing with limited group lessons sizes. We plan to expand our family groups and friends group lesson products and private lessons are recommended.

We will also be re-opening the two breezeway outdoor ticket windows for outdoor ticketing, pass pickup and reservation making. Outdoor portable restrooms will also be available. Due to these buildings' restrictions and other COVID-19 best practices, we will not allow back packs, gear bags, shoes and clothing to be left in the base lodges unless stored in your seasonal locker or purchased daily locker. Spectators will not be allowed in the base buildings or on the mountain. Your vehicle will serve as your new locker room. We will have base buildings monitors that will control capacity and you may have to

wait before being allowed to enter. All of these practices will help to lessen the indoor traffic in the reduced capacity areas.

In addition, to control capacity and ensure physical distancing throughout our base buildings as well as out on the mountain, reservations will be required by all guests to comply with New York State contact tracing rules. We may have to limit reservations early and late season, when lift and trail openings are limited, as well as during peak Holiday times.

Continued operation is a shared responsibility that will require everyone to participate regardless of your stance on the restrictions required by New York State and our local authorities.

We are certain that our procedures will continue to develop and change, throughout the season, as the state and local regulations change, with changes in customer behavior and our ability to control capacities.

Despite these changes and any upcoming challenges, I am excited and look forward to a successful season and I appreciate everyone's understanding and cooperation. The safety of our guests and staff is our top priority.

Sincerely,

Wesley Kryger  
President

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