

# Q&A

**Q:** What is your policy for COVID-19 and plan for opening/social distancing?

**A:** We will be following CT recommendations at the time of opening for social distancing, sanitization, and capacity restrictions. The National Ski Area Association (NSAA) has worked to create guidelines for its' members this season which can be viewed [here](#). Also, the CT Ski Area Association, which includes all ski areas in CT, is currently working together to create a more specific, unified COVID-19 plan. This plan, guided by the recommendations provided by the state of CT and the NSAA, will form our COVID-19 policy.

**Q:** What happens if I buy a season pass or program and Ski Sundown has to close before the season can even begin?

**A:** We are excited and fully preparing to be open for the upcoming season! However, if we are unable to open for the season because of a state mandated closure, we will offer refunds or credits towards 2021-2022 products.

**Q:** What happens if I purchase a program or season pass, but become ill from COVID-19 and am unable to continue attending?

**A:** We highly recommend that you purchase our Protection Policy offered at the time of a pass or program purchase. Ski Sundown will reimburse the cost of your Pass/Program on a prorated basis in the event of injury/sickness which prevents your participation in skiing for the remainder of the season. Injury or illness must be confirmed by providing a letter from a licensed physician. Refund requests must be received prior to end of season. If you decline the Protection Policy and should be unable to complete the program or unable to utilize the season pass for any reason, you will not be entitled to a refund.