

# 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 Areas Association (NSAA) has worked to create guidelines for its' members this season with their "[Ski Well, Be Well – Ski Area Operating Best Practices](#)" program. Also, the CT Ski Areas Association, which includes all four ski resorts in CT, has put together a more specific, unified COVID-19 plan. This plan, guided by the recommendations provided by the state of CT and the NSAA, is our CTSAA COVID-19 policy. Our policy consists of a [COVID-19 Responsibility Code](#) and [COVID-19 Operational Guidelines](#).

**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 in the original form of payment 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.

**Q:** What happens if I buy a season pass or program and Ski Sundown is forced to shut down mid-season because of a COVID-19 state mandate, and must stay closed for the rest of the season?

**A:** If Ski Sundown is forced to shut down because of a COVID-19 state mandate after the season has already begun, you will receive a prorated credit to be used for the following 2021-2022 season.

**Q:** How will Ski Sundown handle capacity restrictions at the ski area?

**A:** Ski Sundown will be following state of CT recommendations for mountain and building capacities. In order to better control these, we would like to strongly encourage customers to purchase tickets online in advance of arrival. This allows us to put a cap on the amount of tickets sold and more strictly regulate crowds, especially on busy weekends and holidays. If customers choose to purchase their tickets upon arrival, they may be turned away if we have met our maximum capacity. Building access will be reserved for use of the bathrooms, and quick food purchases or clothing changes. Lodge hosts will be regulating capacity inside all buildings.

**Q:** What happens if I bought a season pass or program, but I am unable to utilize it for two weeks because I am required to quarantine as a result of a possible COVID-19 exposure?

**A:** Please do not come to Ski Sundown until you have completed your entire quarantine period. Unfortunately, we will not be able to reimburse season passholders for loss of visits to the mountain because of quarantine. If you registered for a program, and have missed program weeks due to a quarantine period, we will provide you with vouchers for lost lessons and/or rentals, if applicable to your program package.

**Q:** What procedures will Ski Sundown implement to keep customers socially distanced in high traffic areas, such as in lift lines and buildings?

**A:** Ski Sundown will have signage at the lifts, base area and inside all buildings reminding customers that 6ft. of distance is required between customers throughout the mountain, base area and buildings, face coverings are required at all times, and frequent handwashing/sanitizing is recommended. Ski Sundown employees will also be instructed to ask customers to comply with signage instructions if they are not doing so. Please read our CTSAA COVID-19 policy for further details ([link](#)).

This pandemic season will require more patience, kindness, and compliance than ever before. Let's all do our part to protect each other so that we can all enjoy this ski season!