

## **NOTES FROM SSCs ZOOM MEETING ON 12/3/20 WITH JOSH BOLTZ FROM ROUNDTOP**

Josh Boltz, Manager, Product Sales & Scanning at Roundtop Mountain, started the meeting with this summary: As of May 1, Roundtop is fully integrated in all of Vail's systems. A lot of things we had planned have now been put on hold due to Covid and we are proceeding with the strongest restrictions in place in the hopes that we can stay open the whole ski season. As time goes on, and depending on the virus, we hope we can roll back some of these restrictions. For now we are operating at 50% capacity. We are waiting anxiously for cold weather and our snowmakers are standing by.

(Note: These notes are not in the exact order as they were on the Zoom call, but have been organized in a more readable format.)

### **Q: Who is Roundtop's Manager this year?**

Brett Cook again. Brett ran the Lift Program at Roundtop years ago. Then he went to Liberty and did several roles there. After that he went to Whitetail and became the GM there for less than year when he moved up to Roundtop.

### **Reservations, Season Passes & Day Tickets**

#### **Q: Will we need to make reservations this season?**

That is one of the new Covid policies. Everyone needs reservations, even season pass holders. One-day tickets will also need reservations and those tickets can be pre-purchased on Roundtop/Epic's website. There will be a max capacity every day so they can control and anticipate so they're not overcrowded on any given day. I would be shocked if any non-holiday Monday through Friday, there would be any problems. If you wake up on a non-holiday weekday morning and decide you want to go skiing, you can probably just make your reservation before you leave the house.

#### **Q: How does it work the first time for a day ticket and what do we bring to the mountain?**

So, when you purchase a day pass you'll get a confirmation email and you can bring that along to the mountain. We'll also have it under your name. This year, but don't hold me to that 100% because there will be exceptions, we'll be using the same kind of media hard cards like the season pass cards in the past. It will be linked to your name, so once you have it, it's yours. You'll get the lift ticket media card on your first visit at the ticket window and then you'll be set and you can just go straight to the lift on your next visits. So even if you want to go to any other Vail resort or Roundtop after that you can just go into the website and buy a pass, put in your media card number, and then go straight to lift once you arrive at the mountain. If anyone has a lift ticket media card from any other Vail resort already, you can use that.

#### **Q: If I show up without a reservation, will I be turned away?**

One of two things can happen. If we're at capacity 100% we will have to turn you away. If we're not at capacity, you could then make your reservation on your phone from there and do it. It seems like a hassle to do it before hand but I'll tell you, it is very easy and once you do it it'll only take literally 30 seconds to a minute to make a reservation. If you don't do it, you'll get stopped at the lift and it'll be a pain for everybody; both for the employee who has to pull you over and the guests who didn't do it. So

for the little bit of work it takes, it's worth it to make that reservation. There will be no exceptions for that.

**Q: When we make a reservation, what are the hours for that reservation (4 hours, 8 hours, all day, or all day and into the night?)**

It will be for the full day into the night, you will not be there for a set period of time. No 4-hour or 8-hour tickets will be sold this season. There will be some kind of half day option, but the full details are not out yet.

**Q: So how does this work. When you call to make a reservation you give a number of some kind and then when they scan your pass that number is read and you're ok to get on the chair.**

Right now all the passes have a black out on them. When you make a reservation it makes the pass valid for the days you reserved. So when you go to the lift with your pass, if you made a reservation, your pass will be valid. If you didn't make a reservation, your pass will be invalid. The easiest way to make a reservation, so you don't have to wait on hold on the phone, is to go to [epicpass.com](http://epicpass.com) website, put your log-in info in, right under there you can make your reservation. If it's for a family you can reserve everybody at one time, and you can reserve multiple dates at each resort, and then you just submit it. You can then log back in if you need to cancel a reservation and things like that.

**Q: Can reservations be made on the Roundtop website?**

There is a link on the Roundtop site but it will take you straight to the Epic pass site. It's all done through one central system. You can reserve at any of the Epic mountains when you log in. If you want to reserve a day at Roundtop and a day at Liberty you can do it at one login.

**Q: If you don't go skiing on a day you made a reservation, do you need to cancel that reservation?**

Yes. Being at capacity it's obviously not a great thing if someone decides they can't ski and we have to turn someone else away. So we know things come up, people get sick, etc., so we ask that you log on and cancel your reservation. You can also go back into the confirmation email you get after you make a reservation and manage it or you can just log back into the website and cancel it.

**Q: Since you have to make a reservation and when you're buying a day pass in advance, then that day arrives and it's raining or there's a snowstorm and you don't want to go. Can you get a refund or reschedule your day pass?**

Tickets go on sale December 8. I'm not sure yet what the policies will be. So take a look when you buy it; I'm sure the details will be laid out at that time.

**Q: What are buddy tickets?**

You'll get buddy tickets with the season passes when you purchase them. The earlier you purchase the more you'll receive. Buddy passes get discounts on lift tickets for the friends/family a season pass holder brings with them to ski.

**Q: When will we be receiving our season passes?**

They should be mailed out soon if you haven't received them yet. They have been back logged because of the changeover; there were a lot more purchased than expected. With mailing and the credits that went out it's been overwhelming for the pass office that handles that. If you renew your season pass

from year to year just hold onto that if you're going to buy one next year. If you haven't received your pass, Roundtop can print it out on site.

Someone at the meeting stated they've already received their season pass. Josh said a lot of people have received their passes already. For those of you that haven't received their passes, you can still log onto your account at [www.epicpass.com](http://www.epicpass.com) or through Roundtop but it's easier to go straight to it. You can still make reservations, upload a picture, you must sign a release. Lovena added: You must have your log-in available. Phone numbers I've had luck with are: 888-838-0495 or 970-754-0008 but be prepared to be on hold for quite a while.

**Q: Will we be able to use any of last year's passes that were not used?**

Unfortunately, No; last year's tickets will not be extended.

**Q: Is Roundtop going to have the Night Tracker Program?**

It was just rolled out recently and it will still be a group program. People that were running clubs last year were given the option of running a club again. If you don't know anyone running a club, most of the ski shops are probably running a club so you can contact them. *[Note: You can find the links to Mountainside and World Club on the other article in the E-blast where you clicked open these notes.]*

**Q: Will reservations be needed for the Night Tracker card?**

Yes. They will be needed. Once you talk to a club leader they should have answers to all those questions. Deadlines to sign up for the Night Tracker cards are 12/16.

**Q: It seems impractical for a day pass to take up a whole day when someone who wants to use a Night Tracker card in the evening may be blocked?**

The people who designed the program have looked at that a lot; it's not a perfect system by any means. It was put together on fairly short notice so there could be changes to it as the season moves along.

**Q: Is there a cell phone app for the Epic pass?**

I believe they're talking about one if there's not one already. I don't know off hand. I know the reservation system does work from your phone. At the very least the site is optimized but I haven't checked whether they've rolled out an app or not. I just pulled it up the web site on my phone and it is optimized for your cell phone. At the very least you can pull up the website on your phone and do it from there.

**Q: Is there a senior day pass this year?**

There is some sort of senior day pass but I haven't seen pricing on it.

**Q: We got an Epic pass earlier in the year because we were going on a trip that has been cancelled due to Covid and we won't get our monies worth by just using Roundtop. Can we cancel our Epic pass and get a refund, so we can just buy day passes the few days we'll go to Roundtop?**

It depends on how it was set up. It may have been possible a couple months ago when the reservation system was set up and at that point there was some flexibility, but that window has passed now; at this point it will be a lot harder. I'd recommend going to the Epic pass website. I think there are some refund options but I'm not sure if your pass qualifies for any of those options.

## **Changes in Lodge Area**

**Q: When we get to Roundtop I understand we must leave everything in our car; we bring nothing into the lodge, is that correct?**

You will not be able to bring bags into the lodge area; if we allowed this you might have to stand in a line for a ½ hour to enter the lodge to get your gear, so we deemed this the most efficient way to operate. This means you'll have to put your boots on outside or at your car. The locker room will be available only to people who have rented lockers for the season. Currently that locker room will be open from 8am-4pm Mon-Fri. We're debating whether we will have any other locker spaces available, but we remain undecided at this point because it's a little trickier there with spacing restrictions.

**Q: Is the lodge available for food & beverage and to sit and eat lunch?**

In the lodge area you will be able to use the rest rooms and buy food/drinks. As of now we can serve food; it will be a more limited menu to make it faster. There will be more grab and go items vs. food that takes longer to serve, and there will be capacity limits. We will have seating reserved. We're going to have a program where you can reserve your seating time, which will be more important on weekends than weekdays. If you plan to eat around 1pm, you might want to make your reservation as soon as you get there to make sure that time is available. Seating indoors is presently at 50% capacity by order of the Governor. You will be able to make this reservation online but I haven't seen it yet to know the exact process. I believe you'll also be able to make it prior to the day you go. We'll roll out details on our site in the near future.

**Q: What about the outside door to the restroom so we can access the rest room without going indoors?**

I wasn't involved in that but I know it was talked about. I'm not sure but I know the flow of people in and out of the lodge has been designed for one way in and another way out.

## **Parking and Other Activities at Roundtop**

**Q: Will the parking lots be different and will there still be a season pass lot?**

The parking lots will be primarily the same. There won't be any major changes; obviously I think the Minute Man lot will be the main parking area because that's where you'll be able to get right on the slopes and it'll be the most convenient because it's close and you have to leave your things in the car. I don't know if they're going to have a season pass parking lot. Reservations will not need to be made for the parking lots.

**Q: Will Roundtop tolerate tail gaiting?**

It won't be able to be as crazy as it has been a lot of years past. We can't enforce everything else around the mountain and say we have to have people distancing in other areas and allow people to have large groups gathering in the parking lot. So I'd say that if its families or small groups that are distancing, it will be okay; but we can't allow people to roll out a big grill and have 15 people gathering

around, handing out hot dogs. Obviously that is counter-productive to us remaining open so it's something that will be a little more policed this year just in the spirit to make it as safe as possible. We want to be able to be open for the whole season in this current climate.

**Q: Will there be social distancing on the shuttle buses?**

We don't have final detail on this yet. That's a tricky one because that can be a congested area and we're still trying to figure out how to run them. The travel restrictions for out-of-state travelers may have an impact on travelers coming to Roundtop, so the parking lots may be less crowded than usual.

**Q: Will there be a ski check this season?**

The plan now is to have a ski check on weekends. It will not be available 7 days a week. We're still looking at how we might use that deck on weekdays for a self-service area and how to avoid point of contact between guests and employees and cross contamination. We think we have a plan to handle it on weekends.

**Q: Will there be gates at the lifts?**

There will not be gates at the lifts. Employees will use hand scanners that can be used at a further distance. New this year - RFID passes should be placed in your front coat pocket or in a sleeve pocket; keep it in a pocket by itself and it should be able to scan without any issues.

**Q: What about seating on chair lifts?**

If it's a family you can do what you want. Otherwise for unrelated parties, if it's a quad lift, we'll limit it to two people maximum on the opposite end of the seat. If it's a triple lift or smaller, only one person per lift will be allowed.

**Q: Will rentals be available?**

Yes, rentals will be available this year. Once again it will look a lot different. It will be spaced different and might even be outdoors. The final details are still being worked out.

**Q: Will there be lessons this year?**

Lesson information is not available yet. Be aware that all lessons will have to be pre-booked online.

**Q: Sporting venues have added pods of lockers outside. Could an area like this be added outside somewhere?**

We've looked at outside storage but decided against it for a number of reasons. One being the parking lot is so close we felt that was a better option than having to clean and disinfect outside lockers daily. We are trying to avoid touch areas and just encouraging people to keep their bags in the car for this year.

**Q: Status of Ski Patrol & Mountain Host**

What skiers will see will look very normal. The only difference is Vail, being a large public company, is a little stricter on what's being done. They have a lot more paid Patrol staff, whereas Roundtop used to be almost exclusively volunteers. There will still be some volunteer Patrol staff, but there will be a large percentage of paid staff. The Mountain Hosts, now called Greeters, will also be paid this year and they'll

be doing much the same things they did in previous years. Bill Runkle is still in charge of Greeters this year.

**Q: Will tubing be open this year?**

Tubing will be open this year on Friday, Saturday and Sunday. Tickets will be available on our website prior to coming so you know you'll have a spot, because that will also be limited capacity.

**Q: What % of capacity are they limiting the mountain to and what percentage skiing capacity.**

The overall capacity is not being announced; we are not expecting to reach it most days. It was based on a number of factors, including uphill capacity, parking capacity and things like that so it's a number that's high enough that on the vast majority of days we won't reach it. It's really designed to eliminate the really busy weekend days. That's what it's designed to curb so we don't hit those record setting number of days that we have on perfect weather days.

**Q: Regarding limits on the mountain, are that restrictions for people from trail to trail, e.g., one trail could be more crowded than the others?**

We don't have a way to restrict slope by slope. We'll have restrictions in lift lines, but not on the slopes. We are monitoring indoor spacing.

**Q: Have any improvements been made to the mountain?**

We did continue replacing snow making pipes which have been in use for 40-50 years so we've been replacing those. We went to using the RFID cards and a lot of stuff to bring us up technology wise. After Vail had to close slopes in March, we lost a lot of money and we had to cut back on what we had hoped to do.

**Hours and Contact Information**

**Q: What about your regular hours?**

Hours will be Sunday–Wednesday: 9am – 6pm; Thursday, Friday, Saturday we will be open until 9pm.

**Q: What will the hours be for Christmas if Roundtop is open?**

Roundtop will be open from noon to 9PM on Christmas Day. Christmas Eve they'll be open 9am to 4pm.

**Q: Reaching someone by phone at Epic is impossible. I called on the phone and was on hold for over two hours and never reached an individual. I tried a chat and had a 4-hour wait time. Any suggestions.**

Yes, I do. You can call Roundtop. We are fully up now and I think we are less busy. Between the reservations, the credits and the Covid questions the call volume has been ridiculously higher than ever before. We do have people on site, the software is up now and we can look at everything.