Vail Resorts Newsroom

Whistler Blackcomb reimagines the mountain experience for 2020-21

Plan ahead by reserving to ski & snowboard, booking your table & pocketing snacks, credit card and face mask

FOR IMMEDIATE RELEASE

Wednesday, November 25, 2019 — Whistler Blackcomb is opening with strong snowfall projects for this La Nina season and a new operational plan designed to keep guests, employees and the community of Whistler safe amid the challenges of COVID-19.

To ski or snowboard for Opening Day, this Thursday, Nov. 26, guests must reserve their space on mountain, and plan ahead for food and shelter breaks. The mountain will also be using a new Time to Dine table booking system, available through its revamped EpicMix app, to ensure physical distancing in lodges and restaurants.

“Planning ahead is really the key this year. We’ve reimagined the mountain experience to be as thoughtful and conservative as possible in our approach to COVID-19. We’re asking our guests to apply this same preparation before heading up the highway as we know protecting our ability to ski and ride is a collective responsibility this season,” says Whistler Blackcomb COO Geoff Buchheister.

Whistler Blackcomb launched its COVID Safety Protocols this summer, requiring face masks, touch-free payments and physical distancing in all of its lines and facilities. For winter, the mountain is adding the reservation system for ski days, table bookings, maximum class sizes in Snow School and health screenings for those participating in a lesson. Tickets sales will not be done on site, as the mountain is only selling online, and only those with a pass product will be able to access early season skiing, the period running now through Dec. 8.

Pass products include all season passes, Edge Cards, and the new Whistler Blackcomb Day Passes, which allows guests to pre-purchase up to 10 single day passes. The pass products will remain on sale until Dec. 6, under “Tickets & Passes” at whistlerblackcomb.com. Only pass product holders have the ability to use the reservation system and pre-reserve. Day ticket sales are currently scheduled to go on sale Dec. 8; however, ticket inventory is subject to availability.

WHAT TO KNOW BEFORE YOU GO:
Whistler Blackcomb’s new COVID-19 Safety Protocols require you to plan for a safe and healthy mountain experience:

- **Reserve your ski day**. Early season is only available to pass holders; day tickets are not scheduled to go on sale online until Dec. 8. Make a ski or snowboard reservation >> HERE.
- **Book your time to dine**. Pre-reserve your time in restaurants using Time to Dine, available through the EpicMix App. Spots for the Roundhouse, Rendezvous and Glacier Creek lodges open at 7 am PST each morning. Or pre-reserve the GLC, Merlin’s and Dusty’s via EpicMix or the two fine dining restaurants: Christine’s on Blackcomb and Steeps Grill & Wine Bar. Bookings can be made >> HERE.
- **Pack a face covering**. Wearing a face covering in all lineups, on lifts and inside restaurants and stores IS mandatory.
- **Be prepared to physically distance.** A 2-metre space between guests will be observed in lines, restaurants and on chairlifts. Expect to see physically larger lines at the base of the hill with less people. Please help us maintain a safe distance between guests at all times.
- **Bring a snack and water.** It’s always a good idea to have a snack in your pocket for time outdoors. This year, we are asking guests to bring food and water, and pre-reserve your time indoors. You are welcome to book a table in the lodges and bring a bag lunch. It is not necessary to purchase anything to book space.

Find more information on what to know before you go >>HERE.

WHERE TO ACCESS DAILY INFORMATION:

- The mountain’s operational Twitter feed will have real-time updates throughout the season. Follow us on Twitter >>HERE
- Find the latest information on conditions in our “Today on the Mountain” newsletter >>HERE

- Check out the Operations pages for up-to-date information on terrain and lift status, beginning on Opening Day >>HERE

KEY OPERATIONAL CHANGES FOR 2020-21:

- Physical distancing and masks are required
- Mountain huts will have grab n' go menu items
- Reservations are available for tables in all lodges
- Additional washroom bays are available outside the lodges
- A COVID street team is on hand at the base to help guests navigate any changes
- Credit card or debit cards are needed for payment in this new touchless environment
- Valley bars (GLC, Merlin's, Dusty's) will operate as restaurants, available to book in advance 11 am – 5 pm daily
- Visit a village coffee shop for your espresso drinks or enjoy drip coffee, tea or hot chocolate on hill; espresso-style beverages are not available on hill for this season

Photos of Whistler Blackcomb >> WeTransfer
Credit: Eric Berger/Whistler Blackcomb; Andrew Strain/Whistler Blackcomb

About Vail Resorts, Inc. (NYSE: MTN)

Vail Resorts, Inc., through its subsidiaries, is the leading global mountain resort operator. Vail Resorts' subsidiaries operate 37 destination mountain resorts and regional ski areas, including Vail, Beaver Creek, Breckenridge, Keystone and Crested Butte in Colorado; Park City in Utah; Heavenly, Northstar and Kirkwood in the Lake Tahoe area of California and Nevada; Whistler Blackcomb in British Columbia, Canada; Perisher, Falls Creek and Hotham in Australia; Stowe, Mount Snow, Okemo in Vermont; Hunter Mountain in New York; Mount Sunapee, Attitash, Wildcat and Crotched in New Hampshire; Stevens Pass in Washington; Liberty, Roundtop, Whitetail, Jack Frost and Big Boulder in Pennsylvania; Alpine Valley, Boston Mills, Brandywine and Mad River in Ohio; Hidden Valley and Snow Creek in Missouri; Wilmot in Wisconsin; Afton Alps in Minnesota; Mt. Brighton in Michigan; and Paoli Peaks in Indiana. Vail Resorts owns and/or manages a collection of casually elegant hotels under the RockResorts brand, as well as the Grand Teton Lodge Company in Jackson Hole, Wyo. Vail Resorts Development Company is the real estate planning and development subsidiary of Vail Resorts, Inc. Vail Resorts is a publicly held company traded on the New York Stock Exchange (NYSE: MTN). The Vail Resorts company website is www.vailresorts.com and consumer website is www.snow.com.

Contact(s)

Christopher Owen

Communications Specialist

Email: Christopher.Owen@Vailresorts.com

Jennifer Smith

Manager

Email: JASmith2@VailResorts.com

Phone: (604) 938-7382

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