



Winter 20-21' | Issue 1 | Sept. 11, 2020

Welcome Back!



Hope that everyone had fun summer, were able to stay in touch with friends and found some new ways to enjoy your time! It has been great to see everyone who has picked up gear recently, if you left gear last season the **LAST DAY** to claim it is **TOMORROW** so please sign up [here!](#)

Skier Services Safety Survey

Thank you to everyone who shared concerns and feedback around the upcoming season! We have read through every response and appreciate the consideration and thought that went into each.

Some themes that arose include: Locker room usage, interacting with guests (especially young children) and masks. **Please know that we are evaluating these and will be working them into our current plan with more details to come soon.**

Passholder Reservations and A New Normal

As you are likely aware, we [recently announced some pretty major changes](#) to skiing and riding at all our resorts. Our goals for the winter are to keep our guests, employees and communities safe, and to honor the loyalty of our passholders. In order to do this and ensure that we are setup to get open, and stay open through the winter we needed to implement a system to manage daily capacity at each resort. As such, passholders will be required to make reservations for each day they ski or ride. The details of this system are more than we can fit here, but here are some of the key takeaways:

- Passholders can reserve up to 7 days across the season, and can re-reserve each time a day is used to always maintain 7 ahead during an exclusive reservation window Nov 6th thru Dec 7th when no day tickets will be sold
- This is then in addition to “week ahead” reservations that are released in blocks each week through the season
- Day tickets will **ONLY** be available online and only from Dec 8th onwards to ensure passholders have priority access
- Stevens Pass is scheduled (snow depending) to open on Dec 4th
- Reservations can be made day off, provided there is still space.
- Employee and dependent passes are exempt from the reservation system and can ski/ride at any time without a reservation (except for traditional low-snow restrictions)

There have been a lot of questions about the capacity cap and what that looks like at Stevens. The truth is that this is a number that will change based on a lot of factors. Mid-week and non-holiday days will not reach capacity at Stevens, and we know that if passholders plan ahead, almost all will be able to ski the days they want including on our busiest days. What we are asking passholders to do is adjust their behavior a little, so that we have the information needed to create the best and safest experience for them and you.

We will cover this information in more detail in the future and through some more interactive means. For now, thanks for supporting and understanding that change is necessary in this new reality, and thank you for being part of our team.

KEY DATES:

- **September 12:** Last 19/20 SSBS Gear pickup date!
- **September 17:** Pass sale ends
- **December 4:** Opening day?!!