

Dear Whitecap Guests,

We've had families say that they felt entirely safe while navigating the outdoor space and the other guests while at Whitecap. We are confident that our team can deliver the same peace of mind to you and your family this winter.

What will the season look like?

Our objective at Whitecap is to deliver the extraordinary winter experience you deserve. We are focused on the core recreation of skiing & snowboarding this year. Events will be toned down and some may not happen at all, but we are looking into providing entertainment outside of just skiing & riding throughout the season. We are actively collaborating with the local organizations like Iron County Department of Health, and the Department of Natural Resources to build our winter policies and guidelines.

The more time we spend outdoors, the easier it will be to enjoy the season safely—eating and drinking outside, putting our bags in our cars, and limiting the amount of time we are inside if we do need to take a break.

- Socially distance (which for skiing will be pretty easy)
- Wear masks and gloves
- Ski instructors, ski patrol, and lift attendants will all be in masks, gloves, and goggles.
- Staggered times for lessons, rental pick ups and programs are possible.

Other than waiting in lift lines, you'll always be moving on the slopes and chairlifts in the fresh Wisconsin air.

Indoors, we will ask guests to wear masks and to limit this time to warm up quickly, have a bite to eat, or visit the bathroom. Tables and chairs will be separated, and standing in lines to purchase anything, will require social distancing.

Our team is also improving our seating areas that feature great heaters on the Historic Deck. You'll find additional fire elements, seating, and options throughout our base area and on the Wine Hut.

We are still assessing chalet operations and how to accommodate you best. The hotel features a new bar and traffic flow through our dining areas. We are continuing to explore enhancing this area for our guests along with our food options for the upcoming season.

Regards,

Whitecap Management