

COVID-19 PROCEDURES AND PROTOCOLS

Please take a moment to understand the following guidelines so you can best prepare for a safe and enjoyable visit.

The safety of Sugar Mountain Resort guests and employees has always been our top priority. We continue this commitment during the public health crisis by following guidance from the CDC and state public health officials to promote a clean, healthy, and fun environment:



PHYSICAL DISTANCING - Guests are required (unless exempt) to wear face coverings in all areas when a six-foot distance cannot be maintained. This includes in lines, when loading and unloading chairlifts, and in indoor resort facilities. Guests are strongly encouraged to bring their own face coverings, but they will be available upon request, subject to availability.

Guests are not required to wear a face covering while strenuously exercising or if they are under 11 years of age.

Employees are required to wear face coverings when interacting with guests and are required to stay at home if sick.

The vast outdoor mountain setting makes physical distancing easy. But in the base areas and other locations where it is more difficult to do so, signage and decals are in place to ensure guests remain six feet apart. In addition, in accordance with Governor Cooper's Safer at Home Orders, mass gatherings of more than 50 people outdoors are not permitted, so we ask you to avoid gathering together on the mountain in groups larger than 50 people.

If a guest has the desire to distance themselves from another guest, they can request to ride the chairlift alone. Guests will not be paired up or asked to ride the chairlift with others. If six-foot distance can be maintained, then two people may ride the chairlift seated on opposite sides.

CLEANLINESS – Hand-washing supplies and hand sanitizing stations are located in public areas, restrooms, and employee areas and we strongly encourage employees and guests to wash their hands or use hand sanitizer often. In addition, increased cleaning and disinfecting protocols are in place throughout the resort. On-property first responders are trained in first aid, biohazard cleanup, and CPR. Employees are also educated on COVID-19 awareness.

FOOD SERVICE - Food is available in the Base Lodge and at the Caddyshack and can be consumed on Sugar Mountain Resort property by following proper social distancing guidelines.

We continue to review and update our policies to adhere to the most up-to-date practices.

Let's have fun together! 🍌