

Steamboat Winter Operations FAQs

December 1, 2020

This information is current as of December 1, 2020 but our policies and operations may change with the corresponding Routt County COVID-19 risk levels. For the most up to date information, we encourage you to visit www.steamboat.com/the-trail-forward.

MOUNTAIN ACCESS

How are you managing on-mountain capacity?

Guests who pre-book packages through Steamboat Central Reservations, or approved travel partners, will have access for the dates of their pre-booked package. We are currently booking our [Winter Wonderland Package](#) through December 31, 2020, which includes our [Worry-Free vacation policy](#) that provides flexibility for booking your winter vacation

To limit on-mountain capacity, especially during holiday and peak periods, we are tightly regulating stand-alone lift tickets and other products. Advance purchase tickets, packages and season pass products are the only way to access the mountain at this time.

Stand-alone lift tickets are now available and must be purchased in advance. Stand-alone and package lift tickets are sold out for Dec. 1-6. Stand-alone tickets may sell out at times during the season. Stand-alone tickets between December 23 and January 2 are not currently available unless as part of a lift and lodging package.

Additional line management (e.g. specific queue times) may be necessary during holiday and peak periods. If this is the case, guests will receive further instructions closer to, or during, the season.

What if I'm not a passholder?

Guests who pre-book packages through [Steamboat Central Reservations](#), or approved travel partners will have access for the dates of their pre-booked package. Our [Worry-Free vacation policy](#) provides flexibility for booking your winter vacation.

Stand-alone ski lift tickets are now available and must be purchased in advance. Stand-alone and package lift tickets are sold out for Dec. 1-6. Stand-alone tickets may sell out at times during the season. Stand-alone tickets between December 23 and January 2 are not currently available unless as part of a lift and lodging package.

What are holiday and peak periods?

Holidays are Christmas to New Year's (Dec. 18, 2020-Jan. 3, 2021), MLK weekend (Jan 16-18, 2021) and Presidents week (Feb. 13-21, 2021). Peak periods are Saturdays from January through the end of March. For pass holders and pre-booked packages, additional line management (e.g. specific queue times) may be necessary during holiday and peak periods. If this is the case, guests will receive further instructions closer to their arrival date.

Are there any changes to First Tracks?

First Tracks will start at 7:45am to spread out guests while loading the gondola. There are no changes to First Tracks passes. Single First Tracks tickets need to be purchased in advance, online. First Tracks tickets will not be sold in the Ticket Office or available on the morning of skiing/riding.

Will the terrain parks be open?

Yes, we will open Lil Rodeo and Rabbit Ears terrain parks and ask our guests to abide by physical distancing, wearing facial coverings and following all other rules for terrain park use.

Is Night Skiing still available?

Yes, night skiing and riding will still be available. We will shift to Friday, Saturday and Sunday operations, with some expanded nights during holiday periods. Lessons will not be available during night operations. Tickets must be purchased 24-hours in advance.

Winter 20/21-night skiing schedule:

Date	Days/Times Open
December 18-20, January 8-March 28	5:30 – 8:30 pm, Fr, Sa & Su
December 26-January 3	5:30 – 8:30 pm, 7 nights/wk
February 7, Super Bowl Sunday	Closed

Will you be offering uphill skiing this winter?

Yes, guests will be able to access the mountain for uphill this winter. The Uphill policy has changed and requires users to acknowledge and sign the new policy, pay a \$20 fee (with 50% of proceeds going to Routt County Search and Rescue) and wear an armband to display their participation in the program. The new Uphill Policy, as well as instructions for signing and payment, is available online at www.steamboat.com/uphill.

Due to early season conditions and activities such as trail work, equipment across runs, snowmaking, snowcat operations and snowmobile use, uphill access at Steamboat Ski Resort is currently not allowed. We will announce soon when uphill access will open and passes will be available for purchase.

TICKETS AND PASSES

Can I buy a single or multi-day lift ticket?

To limit on-mountain capacity specifically during holiday and peak periods, we will be tightly regulating stand-alone lift tickets and other products. Limited stand-alone single and multi-day lift tickets are available for purchase [online](#) or by calling Central Reservations at 877-783-2628. Stand-alone and package lift tickets are sold out for Dec. 1-6 and are not available December 23-January 3. We highly encourage the purchase of stand-alone tickets in advance. **No tickets will be sold in person at the Ticket Office this winter.**

Can I buy a lift ticket on the day I want to ski?

At this time, we do not expect walk-up single day tickets to be available during the winter season. Limited stand-alone single and multi-day lift tickets are [available for purchase online](#) or by calling Central Reservations at 877-783-2628. Stand-alone and package lift tickets are sold out for Dec. 1-6 and are not available December 23-January 3. Stand-alone tickets must be purchased in advance. **No tickets will be sold in person at the Ticket Office this winter.**

How do I order a Friends and Family ticket?

Ikon pass holders have access to 25% off ticket price for Friends & Family. Ordering the Friends & Family lift ticket must be completed by the pass holder and with limited access to the Ticket Office under current level Red conditions, we encourage you to purchase the ticket in advance. Begin the process by filling out the online form at steamboat.com/ikon-friends-and-family. Once we receive your request, a member of our team will contact you by phone to take secure payment for the tickets. You will then

receive an email with a scannable barcode to print the ticket at one of our touchless Pick-Up Boxes found at the base.

Once the Friends & Family ticket order has been placed, it cannot be returned to the passholder's Ikon Pass account. Tickets are non-refundable or transferable.

[What services are available at the ticket office?](#)

The Ticket Office and ticket windows will not be open this winter season. All tickets and passes must be purchased in advance online. If you have preordered lift, lesson or other tickets, we have touchless Pick Up Boxes at two locations in the Base Area to print your tickets. Ambassadors will be at each Pick Up Box location to help answer questions.

The only services provided at the Main Ticket Office will be pass printing, add-on ticket purchases and issue resolution. The Gondola Bay ticket window will also be open only for issue resolution.

[I rented through VRBO and can't buy day tickets. I am afraid I won't be able to ski during my visit. What should I do?](#)

Limited stand-alone single and multi-day tickets are now available for purchase online in advance only. If you are visiting Steamboat and don't need lodging or a lesson package through Steamboat Central Reservations and stand-alone tickets are not available for your selected dates, we recommend purchasing one of the Ikon pass options to ensure you will be able to ski this winter. If you are visiting for a long weekend, the Ikon Session 4-day pass is your best option. Please be aware the 4-day pass does have blackout dates. For a longer trip, the Ikon Pass or Ikon Base Pass can be used at Steamboat and 43 other mountain destinations. For Holiday visits -Christmas to New Year's (Dec. 18, 2020-Jan. 3, 2021), MLK weekend (Jan 16-18, 2021) and Presidents week (Feb. 13-21, 2021)- the Ikon Pass is the only pass without blackout dates.

[PARKING AND SHUTTLES](#)

[Will there be any changes to free parking?](#)

Meadows Parking Lot and Upper Knoll Lot will remain free parking. The Lower Knoll lot will be designated specifically for skier drop-off this winter.

[Will skier drop off be different this year?](#)

Yes. There will not be skier drop-off at One Steamboat Place this winter. The Lower Knoll lot will be designated for skier drop-off. If you are coming to the mountain with several people in the car, we encourage you to drive to the Lower Knoll lot first to drop off your skiers and riders then the driver can proceed to the Meadow's lot solo. With limited capacity on our shuttles, this will keep the number of people riding the shuttle down and help keep wait times shorter.

[Can I still ride the shuttle for free?](#)

Yes, SSRC shuttles from the Meadows lot will remain free to ride. In Red level, shuttle capacity is limited to 50 percent. We have added additional shuttles to our fleet to help with capacity issues. We expect our guests to be patient and understanding if they need to wait for another shuttle due to capacity issues. To help shorten the wait time, we suggest dropping off skiers at the Lower Knoll lot before driving down to the Meadows lot to park.

[BASE AREA/GUEST SERVICES](#)

Will you be operating the Ikon Lounge?

The Ikon Lounge will not operate this winter season. Guest service issues related to the Ikon Pass can be addressed by calling the Steamboat Ticket office at 877.256.2628.

Will you be operating the Thunderhead Basket check?

Thunderhead Basket Check will not operate this winter season. We encourage guests to bring a backpack for items needed during the day.

Will you be offering a lost and found?

Under Red level, Lost and Found will be closed and not accepting items. If you have lost or find something of value such as a phone, wallet, jewelry, etc., please call 970-871-5448.

Where can I store my personal belongings at the resort?

We highly recommend that you come to the resort prepared to ski or ride. In Red level, day lockers will not be open and you will not be able to store items at the base or in on-mountain lodges. We apologize for the inconvenience.

Will you offer complimentary hot chocolate and Champagne Powder® donuts this winter?

We will not be offering complimentary Hot Chocolate and Champagne Powder® Donuts this winter season.

Will you offer the Steamboat red wagons this winter?

Steamboat Red Wagons will be available to use for carrying equipment through the base area.

Will the Welcome Center be open this winter?

Yes, the Welcome Center will be open this season but in a different location. This year, the Welcome Center is located on the 2nd floor (plaza level) of the main gondola building. This is the space previously occupied by the Ikon Office. There will be limited capacity in the Welcome Center but Ambassadors, in their cowboy hats and yellow jackets, can be found throughout the Base Area to answer questions, help with separated parties, and give directions.

GONDOLA AND LIFTS

How will lines follow physical distancing requirements?

Physically distancing naturally occurs from tip to tail when wearing skis and snowboards. Guests will also notice additional spacing measures, including extended maze designs and more lateral spacing to create a consistent flow of appropriately spaced traffic. For the Gondola (where you don't wear skis in the line), markings and staff members will help create appropriate physical distancing.

Will I have to ride the lift with people I don't know?

To keep our guests safe, we are expanding the mazes to accommodate for physical distancing. We are also running reduced capacity of the gondola and on chairlifts. Guests will self-group and load chairlifts and the gondola with their related party up to original maximum capacity. Unaffiliated skiers/riders may be loaded on the same chair/cabin with at least a space between them. Individuals who wish to ride alone will be allowed to do so but may have to wait until demand allows a chair or cabin to be loaded with one person. We appreciate your patience and understanding as this will impact lift lines.

Because of the closed cabin of the Gondola, additional safety measures will be taken. Guests and Employees will be required to wear face coverings while riding in the gondola. Gondola windows and air

vents will remain open to promote air circulation. The Gondola cabins will be cleaned periodically throughout the day and, at the end of each operating day, with an Electrostatic Disinfectant sprayer.

SNOWSPORTS SCHOOL

Will Snowsports School classes be limited?

Yes. For ages 8 and up, private lessons will be limited to 5 students per lesson. For ages 2.5 to 7, private lessons will be limited to 2 students per lessons. All children, teen and adult group lessons will be limited to 5 students. No group lessons are available for children ages 2.5 to 4 years old.

Did anything else change with Snowsports School?

Yes. Group lessons will now be offered in half day options only to provide more flexibility for guests. Lessons will be available in the morning from 8:30am-11:30am for kids, 9:15am-12:15pm for teens/adults or in the afternoon 12:30pm-3:30pm for kids and 1:15-4:15 for teens/adults. Group lessons will not include lunch together with other students or instructors. Students should make their own lunch plans.

Full day Group lessons will not be available during winter 20/21. However, guests can choose to book a morning lesson and an afternoon lesson for the same day and receive a discount on the two bookings, subject to availability and advance reservations.

Children ages 7 and under can participate in private lessons with a maximum of 2 students. Children ages 5-7 can also participate in group lessons. No group lessons are available for ages 2.5 to 4. The Kids' Vacation Center (KVC) INDOOR FACILITY will not operate this season. As such, the KVC Mercantile store will also not open this winter.

Please be aware that all lesson participants – including instructors – are required to wear a mask or face covering while in meeting, lift lines, on the lifts themselves, and while in close contact with the group.

Will lessons be available outside of packages?

Yes, if you make an advance reservation for a SnowSports School lesson with a lift ticket (or use your Ikon pass). Walk up/ Day-of-purchase lessons will not be available during the winter season. If this changes during the season, updates will be made to the website.

What about the Trailbusters program?

Trailbusters programs will be available either Wednesdays, Thursday or Saturday afternoons from 1-4pm for winter 20/21. Trailbusters/Minibusters Session #1 begins the week of December 2, 2020 and Session #2 starts the week of January 27, 2021.

Do I need advance reservations for Snowsports School lessons?

Yes, reservations for Snowsports School lessons are required to secure your spot and receive necessary information prior to your lesson. Advanced bookings must be made at least 24 hours in advance of lesson time, and space is extremely limited this winter due to capacity constraints. [Book your SnowSports School lesson online today.](#)

SnowSports students will be expected to pre-screen for COVID symptoms prior to arrival, following the [Health and Hygiene Code of Conduct](#). If a pre-screening indicates symptoms of COVID, the student will not be admitted to the class and the guest should contact Steamboat Central Reservations at 800-922-2722 to discuss their options.

What Other Snowsports related classes/clinics won't be offered this winter?

We will not be offering Childcare (for any ages), Women's Clinics, some specialty programs and camps, Snowboard Outreach Society and Mountain Masters. Steamboat Central Reservations can help you find a Snowsports School product that achieves your goals this winter. You can connect with an agent by calling 800-922-2722.

RENTAL/RETAIL

Do I need a reservation for equipment rentals?

Advance reservations are required for ski and snowboard rental equipment with specific fitting times. Walk in rentals will not be available this winter. Reservations for equipment, as part of a package, can be made through [Steamboat Central Reservations](#). Appointments for fittings times will not be necessary until December 19. Guests who have a reservation for rentals prior to December 19 can go to any Steamboat Sports location in the base area - Sheraton, Gondola Square and Torian Plum.

Will storage be available for my personal belongings and equipment?

Yes. In addition to complimentary rental equipment storage, Steamboat Sports also provides bin storage as a convenience to store small personal items to those who are renting equipment. For winter 2020/21, this service is for single day use only. Items may not be stored overnight. Guests will be provided with a small drawstring shoe bag to store their personal items. Multiple guests can use a single bin until it has reached capacity.

Will stores at the mountain be open for shopping?

Yes. Shopping will be available at the resort based on current capacity limitations. While in the Red level, stores will operate at 50% capacity. Retail stores will be accessed through first-come, first-serve lines. Crowd control attendants will let you know when to proceed into the store. Guests will be expected to wear face covering while in the store. Credit Card payment is the preferred payment options, but cash will be accepted.

Which rental services won't be available this winter?

Equipment delivery is not available while the county is in Red level. Steamboat Sports Yurt at Thunderhead Peak is closed this year. Snowbike rentals will also not be available this winter.

DINING

How will on-mountain dining be different during the current Red level?

Unfortunately, all indoor dining is restricted in the Red level. Access to lodges will only be for use of restrooms and grab-and-go food pick up. No eating will be allowed indoors, and lodges will be monitored by hosts to manage capacity and answer questions. Grab-and-go food will be available at Gondola Joe's Express in Thunderhead Lodge, Four Points Express and BBQ, and on the Rendezvous Deck. On-mountain dining will open for lunch beginning at 10:00am.

Under level Red, restaurants in Steamboat will offer takeout, curbside pickup and delivery only, with online or phone ordering. [Click here](#) for updated restaurant information including hours, menus and how to order.

Where can I eat on the mountain?

While indoor dining is restricted, the resort will be adding outdoor picnic tables and fire pits at locations

near our on-mountain lodges and at Bashor, Priest Creek and South Peak.

How will base area dining be different during Red level?

Unfortunately, all indoor dining is restricted in the Red level. However, there will be many grab-and-go options in the base area including Timber & Torch Take Out, Timber & Torch Grill, Gondola Joe's, Gnarly Charly's and the new Last Tracks. Guests are welcome to dine outside on the Timber & Torch deck and other outdoor locations where seats/picnic tables are available.

Will the Taco Beast still be out?

Yes, the Taco Beast will continue to roam the mountain this winter and serve tacos and Mexican fare from various locations on the mountain. Follow the Taco Beast on twitter at @TacoBeastSBT to know what days it's open and where it's located.

NEW In addition to the Taco Beast, Steamboat will introduce the Pizza Ranger, offering pizza delivery to the Bashor area.

Will you be offering full-service bars this winter?

Unfortunately, in Red level full-service bars are closed. Drinks will be available for take-out and grab-and-go options. Routt County has relaxed its local liquor regulations and guests may responsibly purchase drinks and take them off site during this time. Take-out and grab-and-go options for alcohol will end each day at 8pm (this applies to Timber & Torch and The Cabin restaurants)

Are restaurants in town open?

Yes, restaurants in the town of Steamboat Springs (off mountain) are operating similar to resort restaurants offering takeout and delivery only- no indoor dining. The Steamboat Chamber website <https://www.steamboatcchamber.com/activities/dining/> will have details about each restaurant, their menus, how to order online, etc.

ON MOUNTAIN LODGES AND ACTIVITIES

Can I go into on-mountain lodges?

While in Red level, access to lodges will only be for use of restrooms and grab-and-go food pick up. No eating will be allowed indoors, per Red level regulations and lodges will be monitored by hosts to manage capacity. Additional picnic tables will be set up outdoors to accommodate skiers and riders while indoor dining is restricted. We appreciate your understanding and support as we follow local and state regulations.

Will Scenic Gondola Rides be available this winter?

This winter, Scenic Gondola Rides will not be available. Snowshoeing activities, including designated trails and rentals, will be available at Haymaker Nordic Center. The Haymaker Nordic Center is located a short drive from the ski area.

Will the Outlaw Mountain Coaster be running this winter?

Yes, the Outlaw Mountain Coaster will be running daily all season with additional cleaning and social distancing measures in place. Tickets must be purchased 24-hours in advance. Below lists the hours of operation and season schedule:

20/21 Winter Dates	Day	Time
Nov. 21 – Dec. 10	Daily	11:00am – 4:30pm
Dec. 11– 17	Fri. - Sun.	11:00am – 8:30pm

	Mon. - Thu.	11:00am – 4:30pm
Dec. 18 – Jan. 3*	Daily	11:00am - 8:30pm
Jan. 4 – Mar.28**	Fri. - Sun.	11:00am – 8:30pm
	Mon. - Thu.	11:00am – 4:30pm
Mar. 29 – Apr. 16	Daily	11:00am – 4:30pm

*Closing at 4:30pm on Christmas Eve.

**Closing at 4:30pm on Super Bowl Sunday, February 7th.

Hours of operation are weather permitting and subject to change.

Is NASTAR available this winter?

Due to staffing limitations we will not be offering NASTAR racing for this season. We look forward to welcoming NASTAR racers back on the mountain in future seasons.

Besides skiing, what activities are available on the mountain this season?

Many activities remain the same, while others may have limited operations or not be available this winter. For a complete list of winter activities please visit steamboat.com or www.steamboat.com/trailforward.

Are Snowshoe Tours available this winter?

Snowshoe rentals will not be available at the mountain. Snowshoe rentals and trails will be available Haymaker Golf Course through the season. More information can be found on their website www.nordicski.net

COVID MITIGATION AND SHARED RESPONSIBILITY

What is the County’s current COVID level?

Similar to other counties, Routt County continues to move through the Colorado COVID dial and the resort and hotel’s policies change as our color distinction changes. Currently we are in Stay at Home level Red. To better understand current conditions and restrictions in our community, please check the [Routt County COVID-19 webpage](#).

What does level Red mean?

Level Red in Routt County means no indoor dining, bars are closed but restaurants can serve alcohol (to go) until 8pm, 50% capacity for retail outlets, no indoor events and limited capacity for outdoor events. The resort will post current regulations and guidelines for guests and staff via www.steamboat.com/trailforward, onsite signage and on the Steamboat App.

What does level Orange mean? Level Orange in Routt County means indoor dining is allowed at restricted capacity, bars are still closed but restaurants can serve alcohol to go until 10 pm, and indoor events are allowed with limited capacity. The resort will post current regulations and guidelines for guests and staff via www.steamboat.com/trailforward, onsite signage and on the Steamboat App.

What are the other levels?

Colorado’s COVID dial ranges from level Green which is Protect Our Neighbors (the least restrictive) to Blue, Yellow, Orange and Red-which are different restrictions within the Safer At Home level, to Purple which is Stay at Home (the most restrictive). For more specifics about each level visit [Routt County COVID-19 webpage](#).

How long will you be in the Red level?

Our level on the Colorado COVID dial depends on the case count in our county. The Colorado Department of Health and Environment works with our local health department to determine the appropriate level for our county. CDPHE will re-evaluate our Red level distinction on December 18 and either move us to a new color or keep us in Red. As soon as we have an update on our level changing we will be sure to notify our guests via www.steamboat.com/trailforward, onsite signage, social media, passholder newsletters, etc.

Am I required to wear a face mask at the resort?

Yes, face masks are required at the resort. You should expect to wear a face covering when in common gathering places like the base area, in all lift lines, on the gondola & chairlifts, restrooms, during ski school lessons, entering restaurants, etc. You do not need to wear a face mask while dining at your table.

Do I still have to wash my hands or wear a face mask if I'm wearing gloves?

Yes, these are practices that help minimize the spread of COVID-19 and are recommended by the CDC and are part of Routt County's [6 Commitments to Containment](#). Even though you are wearing gloves, if you touch your face, or other items, you can still spread the virus. Washing your hands frequently, and avoiding touching your face, even with gloves on, will help us keep our community safe.

What precautions are you taking to reduce Health and Safety risks?

We have all become accustomed to wearing facial coverings, socially distancing, practicing healthy hand washing/sanitizing, increased cleaning efforts at all high-touch points, etc. These practices will remain a priority for Steamboat Ski Resort staff and guests to minimize the spread of COVID-19. Minimizing the spread of COVID-19 can only succeed through the joint efforts and compliance of both our staff and our guests.

Are tourists allowed to visit during level Red?

Yes, guests are still welcome to come visit Steamboat, we want to make sure you are aware of the expectations and restrictions that will be different than normal seasons. All guest should be aware of and prepared to follow local COVID practice and guidelines at the resort, inn town and in our surrounding communities. Please be aware, regulations in Steamboat may differ from where you live-while in Routt County every is required to follow local guidelines.

Why are you allowing tourists to visit while we're in level Red?

The resort works hard daily to balance the health of our community with welcoming guests who are an important component to keep our local economy thriving. We collaborate with our local health department, authorities and other local tourism business, as well as state authorities and state & national industry partners to determine best practices and ways to operate while keeping our staff, guests and locals healthy.

What are employees required to do to reduce exposure and the spread of COVID-19?

All employees follow the county's **6 Commitments to Containment** procedures. They also comply with additional protocols and procedures, including (but not limited to):

- All staff are **required to wear a face mask** when within six feet of another person.
- All employees will undergo **temperature and health screenings** for COVID-19 symptoms at the start of their shift each day. Those who are not well, show any signs or symptoms or live with a COVID positive individual will not be allowed to work or come onto the resort property.

- Employees will utilize hand sanitizers and hand-washing stations frequently during the work day.
- Employees will receive continuous training on proper PHE (Personal Health Equipment) usage and the importance of handwashing, frequent cleaning, physical distancing and resort regulations/protocols

If I am sick and can't travel, how do I cancel my reservations?

If you are experiencing COVID-19 symptoms or have tested positive for the virus within the last 14 days, please do not come to the resort. If you have a Snowsports School lesson, rental appointment, or lift ticket or pass, call Steamboat Central Reservations at 970-922-2722 for assistance to change your plans.

Where can I get more information and details?

We have created a website specifically to answer questions about winter operations and changes due to COVID-19. www.steamboat.com/trailforward will provide the most up-to-date answers for all of your questions. Also, feel free to call Steamboat Central Reservations at 970-922-2722 any time you have questions.