



COVID-19 FAQ

How are you ensuring physical distancing?

Physical distancing is implemented at all stages of the adventure. Entry into the office for check-in is limited to 2 people at a time. Each spot in our ground school orientation is spaced out 2m apart, and each element and outer platforms are limited to 1 participant at a time.

Additionally, the overall capacity of participants has been reduced to allow more space between participants as they navigate the tower.

Do I need to wear gloves?

We do not require the use of gloves, but are enforcing the use of hand sanitizer at the start of your ground school and again before beginning your climb. We also have hand sanitizing stations on each level of the tower and require sanitizing your hands between each level.

Gloves are permitted if you are more comfortable, but will need to be sanitized prior to beginning your adventure.

Do I need to wear a mask?

No, masks are not required. Guides will be required to wear masks if they need to come within 2m of a participant. Masks are permitted if you are more comfortable wearing one.

How do I book my tickets?

All tickets must be booked online. Walk-up participants without a prior online booking will not be allowed. This is so that we can manage and regulate the number of people at our facility at a given time. Online waivers must be signed for each participant in advance.

How do I check-in?

To limit the number of people in the office, 1 person per reservation will go inside to check-in and receive the wristbands for their group. All waivers must be completed online for each participant in advance of check-in.

How are the harnesses sanitized?

Every harness is washed, disinfected and dried between each use. The clic-it smart belay system is also sanitized between each use.

What staff training have you done?

Our staff have been trained on contactless ground schools, assists and rescues in addition to industry best practices. Policies and procedures for staff have been implemented to mitigate the risk of the spread of respiratory infections.

We are scheduling our staff in consistent teams to minimize overlap. Additionally, each employee will undergo a health assessment at the start of each shift to ensure the absence of COVID-19 symptoms.

How many people are you allowing?

We have limited each time slot to 12 participants, keeping the maximum possible overall number of participants to 50 on the tower at a time.

While we acknowledge that non-participating parents/guardians of children may need to be present, we kindly ask that non-participants and spectators refrain from entering the facility and grounds.

We also urge participants to not enter the facility until their designated check-in time and exit the facility directly following their climb. These measures are so that we may manage and regulate the number of people at our facility at a given time.

What other changes have you made for this season?

We will not be operating our water fountain this season - you may purchase a bottle of water from the campground building or bring your own.

Although our washroom facilities are available, we strongly encourage you to use the washroom before you arrive. We will be sanitizing the lockers and picnic tables in the waiting area throughout the day.

We kindly ask that you do not enter our facility if you:

- are experiencing symptoms including cough, fever, shortness of breath, runny nose or sore throat that are not related to a pre-existing illness or health condition, or are otherwise required to isolate or quarantine
- have been in contact with anyone with Covid-19 or who has Covid-19 symptoms
- have been outside of Canada within the last 14 days

Snow Valley reserves the right to deny access to any guest they believe is not complying with the conditions listed, or who exhibits any visible COVID-19 symptoms.