



We look forward to welcoming you back to the Resort and the Blue Ridge Mountains. We hope you will make plans to spend lots of time at Wintergreen this summer enjoying the crisp mountain air and the amenities and programming of the Resort as conditions allow. We hope you take comfort in the fact that we remain focused on providing you a welcoming, relaxing, and thoroughly enjoyable atmosphere when you come to Wintergreen despite the challenges posed by the coronavirus pandemic. More than ever, we believe Wintergreen Resort provides four season amenities to enjoy and a sanctuary for you and your family and friends to cherish. To help with your planning, please read through the summary of protocols and procedures established to provide a cleaner and healthier environment in response to the coronavirus. Some of the actions implemented include:

#### Resort:

- Employees will be screened each day before they start work with a temperature scan and symptoms assessment. Any employee showing symptoms will be referred for medical care and if necessary will self-quarantine for at least 14 days.
- Any guest with a fever or symptoms of COVID-19, or known exposure to a COVID-19 case in the prior 14 days, will be referred for medical treatment and will not be permitted in any Wintergreen establishment until medically cleared
- Signage will be posted in all outlets to provide public health reminders regarding physical distancing, the Virginia indoor face covering mandate, prohibitions on larger gatherings, options for high risk individuals, and the requirement to stay home if sick
- Employees working in customer-contact areas will be required to wear face coverings over their nose and mouth following the CDC Use of Cloth Face Coverings guidance
- Touchless hand sanitizing stations will be installed throughout the Mountain Inn and resort grounds
- Electrostatic sprayers will be used to sanitize surfaces throughout the resort.
- CDC recommendations for regulating physical distancing in indoors and outdoors seating will be followed
- Areas will be cleaned/wiped down daily following CDC and Virginia COVID-19 guidelines.

#### Arrival & Parking:

- Guests will be required to park a minimum of 12 feet from other vehicles when possible to maintain proper social distance from other arriving guests.
- Guests will be asked to observe social distancing and shall adhere to the Virginia indoor face covering directives

#### Lake Monocan:

- Watercraft rentals will not be available
- Guest's will be required to supply their own chairs and maintain 6 feet distance from other parties
- Beach access will be limited to those numbers set by the state guidelines
- It is suggested that all bikers wear a face covering or increase the distance between themselves and the rider in front of them to avoid running into the exhaled breath of the leading rider
- All bike rental equipment will be cleaned using the latest state and CDC guidelines

#### Discovery Ridge Adventure Center:

- Activities will be limited to those that are outside and that can be completed while keeping social distance measures in place
- Summer Tubing will require all riders to use the same tube throughout their session. Once finished, riders shall place their tube in the finished pile to be cleaned using the latest state and CDC guidelines.
- Golfers playing Mini-Golf will not move to the next hole until the group in front is off the next hole. After each round, all clubs and balls will be cleaned using the latest state and CDC guidelines.

#### Chairlift Rides: (when available)

- Guests will be required to only load the chair with those whom they already interact; e.g. family members. Guests may organize their party accordingly.
- Marked intervals in the chairlift line should be observed to maintain appropriate physical distances when waiting for the chairlift.

#### On Mountain Hiking or Biking:

- It is suggested that all bikers wear a face covering or increase the distance between themselves and the rider in front of them to avoid running into the exhaled breath of the leading rider
- When passing someone on the trail, please allow them time to move to the side sufficiently to practice social distancing protocols

#### Golf:

- Stoney Creek golf course is currently accessible only to Wintergreen members, accompanied guests of members, and resort lodging guests. Public play will become available at a later date. Tee times will still be necessary and members and guests are

encouraged to make tee time reservations by calling 434.325.8250. The Stoney Creek golf shop will be open daily from 8:00 am to 4:30 pm.

- Devils Knob golf course is accessible only to Wintergreen members and their accompanied guests. Groups of 8 or more players may only access Devils Knob with the approval of Wintergreen's General Manager and must be coordinated by the Director of Golf.
- Tee times will be available daily from 8:30 am – 4:30 pm. All players must check in with the golf shop prior to their round.
- Each golf cart may only carry one occupant, but exceptions will be made for spouses and family members in the same household. Carts MUST be returned by 6:00 pm.
- Members may walk but are subject to the approval of the facility's golf professional as to times that are permissible. Walking fees for those members without a golf pass will still apply and fees are posted in the golf shop. Personal pull carts are allowed but must be kept off of tees, greens and fringes of the holes being played.
- Carts will be continually cleaned and disinfected in designated areas at both golf courses. It is advisable for golfers to also bring their own disinfecting wipes for use throughout the round.
- Golfers must load and unload their own clubs in the staging area.
- Tee times will be spaced out to 20 minute intervals and if necessary, will also contain blocks to further increase social distancing of players on the golf course.
- Bunker rakes have been removed and flag sticks have been configured in the cups with a secondary insert and foam wedges to prevent the ball from falling to the bottom of the cup
- Cups on the practice putting green have been raised to prevent golfers from picking the ball out of the cup.
- Golf shop is open for retail purchases and is limited to 4 people at a time during check in process.
- Carts must be parked at least 6 feet apart at the Driving Range.
- No congregating of any sort is permitted at either golf facilities including the Stoney Creek Bar and Restaurant veranda as well as the Devils Grill patio area and parking lots.

## Tennis:

### Before Play

- Court reservations are required and can be made by emailing [tennis@wintergreenresort.com](mailto:tennis@wintergreenresort.com) or calling 434.325.8345.
- Players must wash their hands with a disinfectant soap and water (for 20 seconds or longer), or use a hand sanitizer before going to the court.

- Players must clean and wipe down their equipment, including racquets and water bottles. Players are asked not to share racquets or any other equipment such as wristbands, grips, hats and towels.
- Players are advised to bring a full water bottle to avoid touching a tap or water fountain handle.
- Players are advised to use new balls and a new grip, if possible.

#### During Play

- Players should stay at least six feet apart from other players and refrain from physical contact (such as shaking hands, high fives, Bryan Brothers Chest Bumps or whispering) at all times
- Players should consider not playing doubles, which could lead to incidental contact and unwanted proximity
- Players should use their racquet/foot to pick up balls and hit them to their opponent
- Players are advised to stay on one side of the court; avoid changing ends of the court.
- Players should minimize contact with tennis balls
- Players are advised to open two cans of tennis balls that do not share the same number on the ball; one player can use one set for service and the other player can use the second set

#### After play

- Players should wash their hands thoroughly after coming off the court
- Players should refrain from using the locker room or changing area; please shower at home if possible
- No congregating of any sort is permitted at either tennis facilities or parking lots

#### Lodging:

- All cleaning products used in accommodations meet the CDC standards for disinfectant and sanitization.
- Housekeeping staff will be trained on recommended cleaning procedures including disinfecting/sanitizing of all high touch point areas (light switches, remotes, door handles, fridges, stoves, just to name a few).
- All paper materials, books and Magazines will be removed from the accommodations.
- Daily housekeeping service will not be available in order to limit unnecessary contact. Additional towels/clothes will be supplied in the room.

## Retail:

- Capacity will be limited to 50% of the lowest occupancy load on the certificate of occupancy.
- Associates and Guests will practice social distancing at all times throughout the shopping experience – while browsing, waiting in line and entering and exiting the store.
- Fitting rooms will remain closed. Wintergreen’s return policy will be temporarily altered to accommodate closed fitting rooms.
- Associates will thoroughly clean and disinfect frequently contacted surfaces including digital ordering devices, self-service areas, countertops, bathroom surfaces, cashier stations, belts, shelves, cash machine pads, keyboards, order separation bars, and other high touch surfaces, a minimum of every 2 hours
- Guests are asked to use the separate doors for entering and exiting the establishment as designated
- If reusable shopping bags are permitted, Guests must bag their own purchases.

## Dining:

- Associates and Guests must practice social distancing at all times throughout the dining experience – while ordering, seated, waiting in line and entering and exiting the outlet
- No congregating of any sort is permitted including in bar areas
- Associates will clean and disinfect all high touch surfaces, door handles, doors and furniture
- “Curbside Pick-Up” Service is encouraged whenever possible
- Single use menus will be discarded after use
- Minimum inventories of utensils will be maintained in Grab-and-Go areas and the areas will be disinfected frequently
- All dining outlets have increased the number of sanitation stations, and sanitation solution and towels will be resupplied frequently.
- Prepackaged condiments have replaced bulk dispensers and will be available upon request
- Salad bars, buffets, etc. will be discontinued until further notice
- Self-serve machines, cutlery and napkins will be discontinued until further notice