

KEY MESSAGE: 'Keep Our Season Safe'

SECTION ONE

Before You Travel 'Prepare & Be Aware'

Customer Responsibilities

What risks are you taking?

- Have you taken a test before attending the ski centre?
- Are you or anyone in your bubble exhibiting COVID symptoms?

Are you ready to travel?

- Check forecasts/snow conditions.
- Are you a season pass ticket holder; if not then have you booked tickets in advance?
- Do you have your own equipment, or will you require hire? Have you pre-booked hire?

CMSL Responsibilities

Are we providing a safe environment?

- All areas been prepared properly.
- All staff are aware of COVID protocols.
- Our social media platforms are updated with weather information and the latest guidance?

Have we made our policies clear?

- Our terms and conditions are available on the website.
- Our safety protocols are available online and displayed on-site.
- All staff are aware of protocols.

Online Booking

- You can access our online web-shop through the 'Book' button on our website.
- It is essential for non-season ticket holders to book lift passes in advance to avoid disappointment.
- Day passes and equipment rental should always be booked online through our web shop.
- On-line bookings are essential and only by exception will we sell tickets via walk-ins.

Season Ticket Holders

- Please follow social media for updates and weather reports.
- Assess conditions before traveling.
- Be considerate and respectful of each other and help us to follow at all times the Scottish Government regulations for managing the Covid-pandemic.

SECTION TWO

Upon Arrival **'Follow the FACTS'**

Car Parking

- We discourage overnight parking in the Cas car park, to allow for regular snow clearing.
- Walkers/climbers are directed to use the the lower car park in the Cas area.
- The Ciste car park is available for overflow parking.
- If pre-booked tickets are high, shuttle buses will operate from the Ciste car park as and when appropriate (updates will be provided on our social media platforms).
- Adhere to directions from attendants.

Ticket Collection

- Customers will collect their 'Keycard' from kiosks (or the ticket office) on their first visit using the reference number on their booking confirmation.
- 'Keycards' should be registered to an account on the web shop. Once registered, customers can reload their 'Keycard' online ahead of their next visit.
- Face coverings are required inside the ticket office, sanitiser at every entrance point.
- Our Snow Sport hosts will be on-hand to answer any queries.
- Please be respectful of each other.

Equipment Rental Collection

- Please be aware where you have booked your collection point for equipment rental. We have two sites: Cairngorm Mountain; and the Ski Bothy, Rothiemurchus.
- See booking confirmation for more details re collection.
- We do not offer ski instruction, however, we can recommend 3 ski schools: Freeski; Ski Norwest; and Aviemore School of Snowsports.
- It is essential to book equipment online as numbers are limited.
- Please respect our staff and follow their instruction throughout the process.

SECTION THREE

On the Mountain – **'Live Together, Ride Together'**

- Be respectful of the environment and others using it.
- Following any developments and advice from Scottish Government.

Cairngorm Café

- Entrance from train-side (between Base Station and Day Lodge)
- Hand sanitiser at the entrance.
- Face coverings required.
- Check-in Scotland – QR Track and Trace in operation.
- 80 seat capacity, with an additional 20 on the Mezzanine.

Retail

- Face coverings and hand sanitiser at the entrance.

Cas Bar

- Face coverings and hand sanitiser at the entrance.
- Check-in Scotland – QR Track and Trace in operation.
- Takeaway hot food and drinks will be available from the Cas Bar with seating for 30 people.
- There is no provision for standing in the Cas Bar, customers eating in the Cas bar need to be seated.
- The Exhibition Area in the Base Station can be used for overspill.

Base Station Exhibition Area

- The exhibition will offer a refuge seating area for any Customers.
- Enter via the ticket office with access to the toilets via the internal stairs.
- You are encouraged to clear your own tables and dispose of waste in the bins, shared cleaning equipment will be provided.

Ptarmigan Building

- Will only be open when the building work is completed. Likely to be available from March 2022.
- The toilet and restaurant will be open only when snow conditions permit access.
- This will be at a reduced capacity and no access will be granted to the lower level or viewing terrace.

Toilets

- Toilets will be regularly cleaned and maintained by staff.
- Cas Bar toilets are open.
- Toilets in the Base Station are open
- Toilet facilities in the Ptarmigan building are open if conditions allow, from March 2022.
- Toilets in the Shieling are open.

Other

CMSL is regularly reviewing our COVID Security Plans and will adjust according to Scottish Government updates and regulations.

Please keep our season safe at Cairngorm Mountain, respect each other and have a thoroughly enjoyable winter snowsports 2021/22.

Susan Smith
CHIEF EXECUTIVE
10 December 2021