

# Villa Olivia

A Facility of the Bartlett Park District

## Restore Illinois Winter Sports Guidelines

2-7-2021

We are looking forward to winter, the snow and being back on the slopes at Villa Olivia. We hope you are excited too because we can't wait to provide a COVID-19 friendly winter sports experience for you.

Our mission is, "We create fun!" and we intend to honor that mission this winter and provide you with the opportunity to enjoy the beautiful outdoors. We are fortunate that all our favorite winter activities; skiing, snowboarding, and tubing take place outdoors on the slopes, offering fresh air and wide-open spaces.

At Villa Olivia safety is always our number one priority but this year it is more importance than ever. So, to help protect our guests, our employees, and our community amid this pandemic, some changes are required this season.

We want to share with you as much detail as is available on our approach to prioritizing your safety this winter and we ask for your understanding and patience as we approach the season.

Below are the details of our 2020-21 winter operating plan, as it currently stands. Given how fluid and ever-changing the situation with COVID-19 is this may change but we commit to always implementing and communicating any necessary changes as they may come about.

### Best Practices:

#### **General**

- Stay home if you are sick or do not feel well.
- All attendees are encouraged to check their temperature before arrival at Villa Olivia.
- All attendees should consider the following health self-screening questions prior to their arrival:
  - Am I experiencing any of the following; fever (100.4° and above), cough, shortness of breath, chills, muscle aches, headaches not related to caffeine, diet, hunger, migraines, or tension?
  - Have I been in close contact\* with anyone that has tested positive for COVID-19 or has symptoms of COVID-19?
    - If the answer is "YES" to any of the above questions the attendee will be asked to leave.
- If anyone does contract COVID-19, please report it immediately to Villa Olivia staff who will report to the proper authorities and follow the appropriate protocol.
- Avoid touching hand/nose/mouth.
- Cover coughs and sneeze with a tissue or direct into your elbow.
- If anyone becomes ill they will be immediately be isolated.
- Frequency of facility cleaning has increased, especially in indoor, common and high traffic areas, and frequently touched surfaces.

\*Definition of Close Contact per CDC Guidelines (as of 10/22/20)

*"Someone who was within 6 feet of an infected person for a cumulative total of 15 minutes or more over a 24-hour period starting from 2 days before illness onset (or, for asymptomatic patients, 2 days prior to test specimen collection) until the time the patient is isolated."*

## **Face Masks**

Guests will be required to wear face coverings in every part of our operations, which includes loading and riding in chairlift; when inside buildings; and during ski and snowboard lessons. **No one will be permitted on the slopes without a face covering unless socially distanced at a minimum of 6 feet.**

## **Social Distancing**

Guests should practice social distancing (at least 6 feet) whenever possible both in indoor and outdoor spaces.

## **Drop off/Pick up**

Parents dropping off or picking up should wait in the parking lot, away from the hill and arrive during designated time. Please avoid coming in to the facilities for pick up.

## **Online Registration**

Due to COVID-19 Villa Olivia now has an online registration system for winter sports including; tubing, slope tickets, lessons, and even rental equipment! Online registration at villaolivia.com is simple, fast and convenient and it will ensure your check-in is safe and expedited with reduced wait times. Please call 630-289-1000 with questions or for assistance. Refunds will automatically be issued if weather conditions do not allow for the facility to open.

## **Do you have your own ski/snowboard equipment?**

If so, we encourage you to “boot up” and get ready at your vehicle.

## **Renting Ski/Snowboarding Equipment from the Ski Lodge**

We will be managing the number of people inside the Ski Lodge and setting up to allow for social distancing and appropriate guest flow. Guests and employees will be required to wear face coverings while in the Lodge. Equipment will be fully sanitized between each guest use. Registering online in advance will allow for an expedited visit in the Ski Lodge to pick up equipment.

To assist in expediting getting guests their equipment and on the hill as quickly as possible please fill out the rental paperwork online, print off and bring with you to the Ski Lodge.

## **Ski/Snowboarding and Slope Tickets available at the Ski Lodge**

- Purchase your tickets online at villaolivia.com and check in at the Ski Lodge.
- If you don't need rental equipment use the outdoor walk up window to pick up your slope ticket and avoid coming inside

## **Tubing and Tubing Tickets – Check in at the Pro Shop**

- Purchase your tickets online at villaolivia.com and check in at the Pro Shop.
- To minimize crowds please do not enter or check-in at the Pro Shop until 30 minutes prior to when your ticket time begins.
- Guests should practice social distancing waiting in line for the conveyor lift, although families can self-group and can stand together.
- Guests should also practice social distancing and be a minimum of 6 feet apart on the conveyor lift.

## **Ski Lessons**

- Advanced registration is highly recommended but “day of” lessons may be available until filled.
- Skiing activities will allow for 6 feet of social distancing between skiers whenever possible.
- Skiers should still maintain 6 feet social distance when not directly involved in the lesson or a specific activity.
- Instructors will keep a written attendance log of lesson participants for the purposes of contact tracing (if needed).

## **Chair Lift**

- Social distancing at a minimum of 6 feet should be observed in the lift queue but it will also occur organically due to the length of skis and snowboards.
- Staff will manage social distancing and the flow with appropriately spaced traffic.
- Guests will be asked to “self-group” meaning you should stand together with the group you are attending with.
- Face masks and gloves are required while loading/unloading.
- Guests are expected to load and unload without assistance.
- To maintain social distancing on the chair lift, only related parties (guests arriving, traveling together & skiing together) will be seated together, otherwise single riders will be seated on the opposite sides of the quad lift. “Live together, Ride together”.
- As always, please clear the unloading area quickly after disembarking.

## **Rope Tows**

- Social distancing in the rope tow queues will occur organically due to the length of skis and snowboards.
- Staff will manage social distancing and the flow with appropriately spaced traffic.

## **Outside Seating**

- Picnic tables will be available for outside seating. \*Limited seating is available in the ski cafe per Phase 4. Please follow social distancing practices.

## **General Hygiene**

- Wash hands frequently with soap and water or use hand sanitizer.
- Guests should be encouraged to shower upon returning home.

## **Ski Patrol**

- If you need medical attention in the Ski Patrol building only one guest will be permitted inside with you, if necessary.

## **Following the Guidelines**

Guests assume personal responsibility and should abide by set guidelines. If the above guidelines are not being followed it will lead to immediate dismissal from the hill. No refunds will be issued and it may jeopardize future attendance.

**Thank you for helping to keep yourself and the community safe.**

**Ski well, be well!**