



RE: Revisions to Booking Terms and Conditions for the 2020-2021 Season in response to the COVID-19 pandemic

Dear Guest:

We are pleased to announce that Chatter Creek Mountain Lodges Ltd. (CCML) will be opening for the 2020-21 season with some new protocols in place. We will be running at reduced capacity to allow more room for social distancing measures that will help maintain guest safety and help to prevent the spread of COVID-19.

Our standard Booking Terms and Conditions still apply to future seasons, however in light of the COVID-19 pandemic, CCML has been working hard to make some modifications to both our booking and operational policies for the upcoming season. These changes are set out below.

1. **Lodge Capacity:** We will be operating with a maximum capacity of thirty guests at the lodge on any given tour.
2. **Snow Cat Capacity:** Snowcat transport will be limited to ten guests per snowcat.
3. **Rooms:** CCML will provide a variety of single and double occupancy rooms, to best accommodate both partnered and single guests in the safest way possible.
4. **Massages and Photography:** Unfortunately, to increase social distancing in both the lodge and during snowcat transport, massage and photography services will not be offered for the 2020-21 season.
5. **US and International Guests:** Due to unprecedented times, we are not able to offer our US and International Guests seats during this year's season. Please see the revisions to the Booking Terms and Conditions regarding US and International guests described more fully below.



Changes to the Booking Terms and Conditions for 2020-21 Season:

1. Booking & Cancellation Information for International, US, and Canadian Cat Ski Guests

There are a number of COVID-19 related travel concerns that may contribute to guests not being able to attend their 2020-21 tour. In consideration of this, we have made several adjustments to our booking policies for the 2020-21 season so as to provide guests with the flexibility they need to stay safe.

- (i) International & US Guests:** In light of border closures and travel restrictions that are likely to remain in place through the autumn and winter we are asking our international and US guests to transfer forward their bookings to the 2021-22 season. International and US guests will be able to maintain their rebooking rights in future seasons by rolling their deposit forward to the following year. All guests who roll forward their trip deposit will receive 2020-21 trip pricing in the 2021-22 season. International and US guests may also elect to take a cash refund for their deposit. However, guests who elect to take a refund will lose their rebooking rights for future seasons. All cash refunds will be issued by cheque.
- (ii) Canadian Guests:** Canadian guests may elect to attend their trip in the 2020-21 season or, they may elect to forgo their trip this year and transfer forward their booking to the 2021-22 season. Canadian guests will be able to maintain their rebooking rights in future seasons by rolling their deposit forward to the following year. All guests who roll forward their trip deposit will receive 2020-21 trip pricing in the 2021-22 season. Canadian guests may also elect to take a cash refund for their deposit. However, guests who elect to take a refund will lose their rebooking rights for future seasons. All cash refunds will be issued by cheque.

2. Tour Dates

To ensure the safety of all CCML guests, we will be running our lodge at a 30-guest capacity this winter. We will strive to maintain your current tour dates, however in some instances, guests may be asked to move to adjusted tour dates to meet our guest capacity constraints.



3. Final Payment Collection

CCML is asking all guests to decide on their 2020-21 travel plans by September 30, 2020, to give our team time to plan for the upcoming winter season. We ask that all guests/group organizers respond to our reservation agents no later than September 30, 2020, either providing confirmation that they will be attending their tour, rolling their deposit forward to next year, or requesting a cash refund of their deposit. Please note, in the case of a cash refund, the guest will lose their first right to rebook in future years.

CCML will be processing final payments for all 2020-21 cat skiing trips on **October 5, 2020**.

4. Cancellation following final payment

(i) Normal Course Cancellations

If you can not make your trip for any reason following final payment, as always, our CCML reservations team will work with you to resell your tour seat. If your tour seat is resold, you will receive compensation in the amount of the resale price as per the standard Booking Terms and Conditions.

(ii) COVID-19 Illness & Exposure Related Cancellations

In the event a guest cannot attend their tour due to COVID-19 related exposure, illness, or symptoms, CCML will work with the guest to resell their seat in accordance with our standard Booking Terms and Conditions. If you are exposed to someone with a confirmed case of Covid-19 leading up to your tour start date, or should you become ill or begin to experience symptoms leading up to your tour start date, we are asking that you do not attend your tour. Should either of these situations occur, CCML will share equally in the risk of COVID-19 related illness with our guests by providing 50% credit forward towards their following year's tour.

Should you arrive at the heliport with COVID-19 like symptoms including fever, dry cough, and muscle stiffness, you will be required to forgo attending your tour. CCML will then issue you a 50% credit forward towards your seat in the following year's tour.

Should CCML initiate the partial or full cancellation of a tour due to an unanticipated need to shut down operations either before or during the 2020-21 operating season, guests will be issued a credit forward for their canceled tour dates that will be credited towards their 2021-22



tour seat. All guests who receive a credit rolled forward will maintain their 2020-21 tour pricing in the 2021-2022 season.

Should a guest become sick with COVID-19 symptoms while attending a tour, that guest will be evacuated from the lodge. Guests who leave the lodge under these circumstances will not be eligible for credit for missed ski days. CCML reserves the right to request that a guest leave the lodge at any time during their tour if CCML believes they are displaying symptoms of COVID-19. CCML guests will be required to pay an additional \$5 per day emergency evacuation surcharge on their 2020-21 tour to provide emergency transport insurance that will cover the cost of helicopter evacuation for any guest experiencing COVID-19 symptoms.

By remitting your final payment for your 2020-21 tour booking you are agreeing to the Booking Terms and Conditions as they are revised herein.

5. Other Program Cancellations in 2020-21:

(i) Small Group Cat Skiing Guests

All small group cat skiing trips will be canceled for the 2020-21 operating season. Guests may elect to roll forward their trip deposit to the following year to maintain their rebooking rights in future seasons. All guests who roll forward their trip deposit will receive 2020-21 trip pricing in the 2021-22 season. Guests may elect to receive a cash refund. Guests who elect to receive a refund will lose their rebooking rights in future seasons. All cash refunds will be issued by cheque.

Guests who wish to join the regular cat skiing program for 2020-21 may also elect to use their deposit towards a 2020-21 cat skiing trip if tour seats become available. Should this election be made, the guest will need to place a new deposit on their 2021-22 tour spots in accordance with regular deposit due dates to maintain their small group cat skiing rebooking rights. Our reservations team will strive to accommodate small group cat skiing guests who wish to join a regular cat skiing program for the 2020-21 season.

(ii) Ski Touring Guests

All skiing touring trips will be canceled for the 2020-21 operating season. Guests may elect to roll forward their trip deposit to the following year to maintain their rebooking rights in future



seasons. Guests may elect to receive a cash refund. Guests who elect to receive a refund will lose their rebooking rights in future seasons. All cash refunds will be issued by cheque.

Guests who wish to join the regular cat skiing program for 2020-21 may also elect to use their deposit towards a 2020-21 cat skiing trip if tour seats become available. Should this election be made, the guest will need to place a new deposit on their 2021-22 ski touring spots in accordance with regular deposit due dates outline above and in our Booking Terms and Conditions to maintain their ski touring rebooking rights. Our reservations team will strive to accommodate ski touring guests who wish to join a regular cat skiing program for the 2020-21 season.

Pre-Check in and Check-in Information:

What guests should expect one week before check-in

1. A COVID-19 Questionnaire and Waiver will be emailed out to you fourteen days before your tour. The questionnaire will include questions regarding COVID-19 symptoms and international travel. This will need to be completed before your tour. A copy of our Waiver can be found on the website and attached to the Booking Terms and Conditions.

What guests should expect at check-in

1. You may be required to undergo temperature check screening before boarding your inbound helicopter flight.
2. You will be required to re-sign a COVID-19 Questionnaire and Waiver before boarding your inbound helicopter flight.
3. Should rapid testing for COVID-19 become available, we may require guests to test negative for COVID-19 before boarding the helicopter at staging. Surcharges for COVID testing will be the responsibility of the guest.
4. You will need to be prepared to comply with the requirement to wear a mask during helicopter transport, and snowcat transport, and in all indoor situations, should it be requested.

CCML reserves the right to amend this policy at a later date.

Please note that the Booking Terms and Conditions remain applicable, subject only to the revisions described herein. We expect that, should COVID-19 be resolved, the 2021-2022 season will operate under the standard Booking Terms and Conditions.



We appreciate your flexibility and understanding in these unprecedented times and we look forward to welcoming you back to Chatter Creek. Please do not hesitate to contact our staff should you have any questions or concerns.

Yours Truly,

Chatter Creek Mountain Lodges Ltd.