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## ***Operational Update***

To our Glen Eden Season Passholders,

As you are likely aware, Ontario will be moving into the grey zone lockdown on December 26, 2020 for a period of 28 days and this will impact operations for all ski areas across the Province. Unfortunately, it means that our opening date announcement will have to wait a little longer.

The Glen Eden team has been working around the clock to deliver safe skiing and snowboarding experiences this season, leveraging innovative smart technologies, and we share your disappointment in the postponement. The health and safety of our employees and guests are always our highest priority and we must all work together to support the directive of the provincial government to prevent the spread of COVID-19.

Glen Eden is committed to opening at the end of the 28-day period with services permitted by public health guidelines at that time. We are working hard to bring safe experiences to you, such as private and family-style lessons. We will not be refunding season passes at this time. We will wait to open, assess the duration of the delay, and will provide an update on refunds, credits and discounts at that time.

Glen Eden is part of [Conservation Halton's system of parks](#), which also includes Crawford Lake, Mountsberg, Rattlesnake Point, Hilton Falls, Mount Nemo and Robert Edmondson. These parks remain open and to help support the mental and physical health of our Glen Eden passholders, all 2020-2021 season passes will be valid for admission between December 26, 2020 – January 23, 2021. You can reserve your visits online at [parkvisit.ca](#). The reservation system monitors real-time visitor capacity and has provided thousands of successful outdoor experiences since it launched in May.

We know that many of you will have questions and anticipate heavy call, email and social media volume over the next several days. We appreciate your patience as we work to respond to all inquiries.

Thank you for understanding,

The Glen Eden Team

*If you require assistance or have any other questions, please email [vslead@hrca.on.ca](mailto:vslead@hrca.on.ca) or call 905-878-5011 ext. 1292 between 8:30 am and 4:30 pm.*