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## ***Operational Update***

To our Snow School Families,

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 and will be cancelling all 8 Week and March Break programs this season.

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. **You will receive a full refund for your 8 Week and March Break programs.** It will be processed automatically. 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.

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.*