



CSSC Town Hall Meeting – held on December 15, 2020

On-Line (GoToWebinar) 7:00 pm to 9:00 pm

Summary of Questions & Answers

Attendees: Directors: Jerry Mis, John Lawrence, Guylaine Burrows, Ian Holloway, Larry Hrabets, Audrey Beniach, Anne Herbert-Grouchy, Sonya Haase, Jennifer Noël
Office Manager: Val Lawrence
Treasurer: Terry Wagg
Website Administrator: Cornelius Sawatzky
Special Guest – Adam Burns, SkiCan

Jerry Mis (President) welcomed all participants (approximately 120). Technology was hosted by Cornelius Sawatzky and Terry Wagg.

This year has been the most challenging in the 85 years of history for the club due to the coronavirus pandemic. We have been working hard all year to proceed with ski trips, even if it will be a short season. We are taking every precaution to make sure everyone will be safe and following the government protocols. We have implemented COVID safety measures/rules, a screening questionnaire that are posted on our website and we will be enforcing them. In addition all day trips must be booked and prepaid online (bus seat, lift tickets). This year we are going cashless, no cash on the bus. There will be no last minute “walk-on” the bus allowed. As an extra precaution, we will be limiting the number of people on a bus; maximum 35, minimum 20 to run a bus. U-Drives (driving on your own) will be allowed but you must book/prepay online and meet the bus at the resort to pick up your lift ticket. Please check the CSSC website regularly as it will be updated continuously. The rules for each ski resort will be posted on our website prior to the booking deadline.

Day Trip - Questions

1. What is the membership cost after Dec 31st? *\$100 for adults as noted on our website <https://skicedarsprings.com/memberships/>. The offer of membership cancellation with refund has been extended to January 31, 2021.*
2. I am interested in joining, are you accepting new members this year? If so, is there an annual membership fee? *Yes we welcome new members, and there is an annual fee, please visit our website for further details <https://skicedarsprings.com/memberships/>*

3. How many members in the club this season? *We currently have 140 members that joined this year. Normally we are close to 500.*
4. How many people have signed up for the bus this year? *We currently have about 140 members that joined this year, but bus sign ups/bookings don't start until January.*
5. Are we limited to a specific number of people who can join a midweek daytrip? *Yes we will be limiting the number of people on a bus; maximum 35, minimum 20 to run a bus. If we have less than 20, we will not run the trip. If you are the 36th person, you will be put on a waiting list unless we have another minimum of 20 to run a 2nd bus.*
6. Will you announce right after cutoff booking time for day trips if the day trip gets cancelled because of not enough people, rather than keep it open hoping to get more people? *If we do not have minimum of 20 people booked by the cutoff time, then the trip will be cancelled. But if we have 20+ confirmed bookings, then yes the trip will stay open to book until we reach maximum of 35 people for the bus. Also keep in mind many resorts will require from us in advance to commit with names of people who are coming, then we will have to close the booking per their deadline.*
7. Why not Georgian Peaks? *Yes we have booked Georgian Peaks and we will have our own space (old lodge) for our club to use at the resort. Groups will need to bring their own lunch.*
8. Any chance we can get a day in at Beaver Valley ski club? *We shall consider and ask if they can accommodate us.*
9. How can we cross the USA border as an essential service? *The USA border is closed therefore the ski club has cancelled all day trips crossing over into the USA, including our extended overnight trip to Ellicottville Feb. 8-10, 2021. We are trying to reschedule some of the cancelled USA trips to Ontario resorts. Please check our website regularly.*
10. Assuming there is no USA scheduled day trips occurring, are there now alternate destinations or a new schedule? *The original day trip schedule had 31 day trips but unfortunately we had to cancel the USA trips so we are trying to find other places in Ontario which is not an easy task. We have reduced the number of day trips but this could still change per resort confirmations due to weekend restrictions. Therefore instead of booking both days on the weekend, we will only select Saturday or Sunday so we are not going to the same resort back to back. Blue Mountain will not let our club come on weekends but mid-week is not an issue. A revised schedule is posted on our website, therefore please check the CSSC website regularly as it is being dated continuously.*
11. I've heard both directly and indirectly from members of private clubs in Collingwood that it's "members only". Have they granted special dispensation to the club? *Per our Day Trip schedule posted on the CSSC website, we have confirmed the dates prior with the private resorts that we are welcome to come mid-week.*

12. Will you still be doing Tips? *Yes, TIPS program will be offered on day trips, same as last year for skiers and snowboarders and we will be abiding by the resort rules. Confirmation and details will be announced on each bus before we reach our destination.*
13. Will you need to limit numbers in Ski Tips groups? *Right now we are planning on no more than 4 people plus the instructor for a TIPS session.*
14. Will we be allowed to go into the chalet to use the washrooms and warm up? *Yes washrooms will be open, allowing a limited number at one time. Each resort has unique guidelines and locations for warming up. This will be posted prior to each day trip.*
15. Are we able to use lockers at ski clubs? *Per Covid rules, no lockers will be available. We recommend coming prepared to ski. Some of the private clubs will accommodate us, where others want you to use the parking lot to get ready to ski. Some resorts will have outside tents and warming areas.*
16. If we pay for our lift ticket and bus online - I assume we are refunded if the trip doesn't go through our credit card? *Yes you will be refunded through PayPal, where you originally paid.*
17. Since the 2 day Blue overnight trip is cancelled, will you do 2 back to back days by bus? *When we cancelled the Blue overnight trip, we did not consider running 2 individual day trips.*
18. How will physical distance be maintained at the lifts? *Each resort will have signage with the COVID protocols that you need to follow, as an example: Chairlifts are to be loaded to capacity only if you are riding with members of your household or your own bubble group. If you do not meet these criteria, you may: a) ride as a single on the chairs or b) physically distanced at the opposite ends of the chair from another single. Also masks must be worn while in lift lines and on lifts. Loading lines will be separated with alternating lines of singles and families.*
19. On the website - protocol #10 says "there will be no cash transactions on the bus." and then under Bus Costs is says "All prices are in Canadian dollars, paid in cash on the bus.". How are payments made? *CSSC website is under constant construction and unfortunately this was missed. This year we are going cashless, no cash on the bus. All day trips must be booked and prepaid online (bus seat, lift tickets). * Website has been updated with correct info.*
20. How many people can go on the mid-week trips? *The only limitation we received from one of the resorts is 150; therefore we will not have a problem. Bus will go if we have a minimum of 20, 35 maximum booked.*
21. Are the ski resorts going to have "outdoor" washroom options? *Yes, washrooms are open in the club houses limiting the number of people at one time. Also many resorts will have outdoor facilities. We will post the correct information for our club use prior to the day trip but you can also go directly to the ski resorts website for further Covid-19 updates.*

22. For each day trip, can you publish what is available (booking lunch process, tents for changing, lodge accessibility, bathroom facilities, etc.)? *Yes, the ski resort guidelines/restrictions will be posted on the day trip booking screen on the Club's website.*
23. Wouldn't it be safer to eat on the bus than a chalet? Would there be a time to get a lunch from the bus (and eat elsewhere)? *There should be time to pick up your lunch and eat somewhere else (times to be confirmed with bus company). Most cafeteria/restaurants at the resorts will be open but you have to make a table reservation and/or catering services will be available for takeout. Be prepared and bring your own food/snacks.*
24. Are the other clubs folding for the season - Toronto ski club and Ski Bees?? *As far as we know only Ski Bees have decided not to run this season. For other clubs, they are taking a similar approach like us but if they are in a grey zone, they are in lockdown and cannot travel until the zone change.*
25. Please repeat status and details of Ontario day trips. *As of now, we are planning Ontario day trips. Details are still being finalized. Please visit our website for up-to-date information.*
26. Do you have a plan to help make sure that weekend trips run? Last year with big membership 50% of weekend trips were canceled. With a smaller membership do you have a plan to keep weekend trips running? *We always plan weekend trips in hopes of running them. We are not in business to cancel trips. Due to the pandemic this year all ski resorts are limiting number of lift tickets therefore it will depend which resorts will welcome our club on weekends. As an extra safety precaution this year, we will be limiting the number of people on a bus; maximum 35, minimum 20 to run a bus. Keeping in mind we have to be careful how we manage our money as the average cost of a bus is \$1200. When you do the math, if we have 35 people per bus that is \$700 revenue therefore we are losing \$500 on each bus. But we are not too worried about losing the \$500 as we have a reserve fund to subsidize the bus that we state at every Annual General Meeting (AGM) in hoping to keep our members so they come back year after year and knowing we are not here for a short term, rather a long term. We realize we will lose money this year but we want to retain the members for another 85+ years. **Update: Ski Clubs are not welcome on weekends, therefore no weekend trips for 2021.***
27. Where do you change into your boots at the resorts? *If the resorts do not accommodate our club with a room or tent, then worst case scenario is we have to put on our ski boots outside of the bus and store your street boots under the bus in the storage bins. We will post prior to booking the restrictions, so you can decide if you want to book.*
28. How far in advance are the ski dates going to be opened for booking? *Approximately one week, which are noted on the Day Trip schedule listed on <https://skicedarsprings.com/day-trips/> Any changes will be posted on our website.*
29. Do the resorts limit the amount of people in the chalet at any given time? If you get cold and need to come inside are you out of luck if there is a max number of people already inside? *Yes, every resort that replied to us has limitations for indoor seating. Many have outdoor tables so*

you can Grab 'n' Go food from the cafeteria. E.g. Blue Mountain will have exterior warming areas. Also you will be able to use the washroom facilities but you cannot leave any personal belongings in the chalet.

30. Can we still bring guests on day trips? *Yes and they will have to follow the same protocols as the members. The member will have to book the guest and will also have to fill in the COVID health screening questionnaire, which is part of the booking process and is posted on the CSSC website.*
31. With respect to guests, I assume the member will pay for the guest ticket. More specifically, the booking member must pay for his/her guests. *Yes, that is correct. The primary member will have to book the guest(s) and will also have to fill in the COVID health screening questionnaire, which is part of the booking process and is posted on the CSSC website.*
32. How many times can the same guest come? *There is no specific limit for guests but we ask that if they are coming on a regular basis that they become a member.*
33. If you book a trip on Sunday and develop symptoms prior to leaving for a trip what is the cancellation policy? *The cancellation policy is the same; you will get the lift ticket refunded as long as we didn't pre-purchase the ticket, but not the bus seat fee as we made a commitment with the bus company. If you cancel prior to the booking deadline, then all fees are refundable. Please call the club line to cancel.*
34. If you have symptoms at the bus loading time, can you get your money back? *Yes, you will get the lift ticket refunded as long as we didn't pre-purchase the ticket, but not the bus seat fee as we made a commitment with the bus company.*
35. When will we hear some clear answers on those living in Grey Zones? How will we be notified? *We will only restrict if the government restricts travel from grey zones. Members will be notified by email.*
36. Since I live in a grey zone will the club be refunding all the monies I have paid? Membership, Red Mountain \$100, Panorama \$600? *These trips are not cancelled therefore there is no refund unless SkiCan advises us they are cancelled due to travel restrictions or closures.*
37. Are you giving refunds for those of us in Grey zones? *There will be no limitations imposed by the club for those coming from grey zones. The offer of membership cancellation with refund has been extended to January 31, 2021.*
38. If all of the GTAA & GTHA gets put into the grey zone...is everything cancelled? *Yes, we are in lockdown therefore day trips are cancelled until further notice.*
39. You should encourage members to download the COVID-19 app. *Yes, good idea. With the COVID Alert App, your phone can notify you about COVID-19 exposures. We will promote on our website, FaceBook page, etc.*

Bus / Transportation – questions

40. In addition to the pre-boarding screening questions, what other measure will be in place for all bus trips? *Per the government regulations, the buses will be cleaned and sterilized after each trip to kill any bacteria, virus or spores that may be on surfaces. Also the bus company, TOK has installed a UV-C system (ultraviolet light germicidal lamps) connected to the HVAC system. Everyone needs to wear a mask and hand sanitizer will be provided to be used prior to boarding the bus. In addition we will have the same health screening questions on a poster before you board the bus and as you line up outside, the Bus Captain will mark your name off confirming that none of those questions are a concern for you from when you originally completed online, which is part of contact tracing that every business is doing and has to be archived. There will be no additional interaction on the bus since everyone has prepaid by credit card and attendance will be checked off outside as they board the bus.*
41. If a member gets vaccinated and get a "vaccine passport" will any of the bus rules change for that person? *No, everyone on the bus must wear a face mask.*
42. Will the bus be open/available all day in case we cannot ski the full day? *Probably will not be open all day but we will discuss with the bus company to confirm.*
43. Any consideration for the bus to return earlier, should we not be able to use the club house? *Under certain circumstances we may return earlier, otherwise we will follow the trip schedule which states departure is either 4:30 pm or 5 pm. For private clubs we will probably leave earlier, 30 minutes after the lifts close to give you time to get back to the bus.*
44. Will people on the bus be required to wear masks and therefore cannot eat or drink on the bus? *All bus passengers for day trips and extended trips must wear face masks when boarding the bus and off boarding, including on the bus for the duration of your trip. Everyone will need to remain seated during the bus trip (no dancing or singing), except to use the washroom. It is strongly recommended that the consumption of food and beverage on the bus is to be done at a minimum in order to abide by the mandatory facial mask protocol.*
45. What will the spacing on the bus be? *If you are part of a bubble or family, we hope you sit together otherwise singles should sit by themselves.*
46. Any thoughts to assigning seats on the bus when we register? Less people waiting in line outside of bus then can go directly to seat. *This will be discussed at our next Board Meeting about assigning seats on the bus.*
47. If you can't wear ski boots on the bus how is lurching on the bus going to be possible? *It is a safety issue that we cannot wear ski boots on the bus so we will have to remove our boots*

before entering the bus. Hopefully we will have other options where we can eat our lunch and not take our boots off.

48. Just want to confirm, if coming from a grey zone you would not be allowed to ride the bus? *You will be allowed to ride the bus, but we ask that you self-assess and follow proper protocols.*
49. If Halton continues to be in the Red Zone will the club be permitted to run buses out of the area per government regulations? *As far as we know, yes, we can run except for lockdown, grey areas.*
50. I live in the grey zone...can I still attend the bus trips? *No if we are in a grey zone, then this is a lockdown, no ski trips.*
51. For the grey zone can you not gather addresses so they can't come in the bus? *We cannot control this but we highly discourage coming.*

Self drive– questions

52. Please review self-drive (u-drives) option on day trips. *U-Drives (driving on your own) will be allowed but this year you will have to pre-book and purchase your ticket on our website.*
53. What is the process for u-drive for day trips? *U-Drives (driving on your own) will be allowed but you must book/prepay online on the CSSC website and meet the bus at the resort to pick up your lift ticket. We will not accept cash. All lift tickets will need to be pre-registered and only the group leader can pick up the tickets to distribute to the members.*
54. On self-drive (u-drives) day trips how do we find the bus? *Hopefully we are not the only bus in the parking lot but look for TOK bus, which will also have a sign in the front window - Cedar Springs Ski Club - Bus #1, which will always buy the lift tickets for the pre-booked U-drives. Important, u-drives meet the bus when we arrive as we will be giving out the tickets at that time.*
55. Is the u-drive ticket part of bus ticket count? *No, we cannot include u-drives as they are not paying for the bus fee.*
56. For the self-drive (u-drives) option can guest tickets be purchased? *Yes, the member will pre-book online, on behalf of the guests. Guests will need to fill in both the Health screen questionnaire and the Club's waiver, which is posted on our website. These can be printed and completed prior to boarding the bus.*
57. I know that everyone is talking about driving themselves there. If there are a lot of u-drive people but a bus is not full will that cancel the trip? *Per our policy, yes the trip would be cancelled as there will not be a bus captain to purchase the lift tickets. We may have to revisit this process if we have many u-drives instead of taking the bus and have a bus captain drive up to purchase the tickets to look after our members.*

58. I don't want my self-drive (u-drives) decision to cause a bus cancellation. I would be willing to pay the difference between the regular lift price and the club's group rate, or pay a bus fee that would be credited back if the cancellation threshold of 20 is met. *Thank you, we will consider this and discuss at our next Board meeting.*
59. Based on what the last person said about the self-drive is it possible to have an option of paying for your seat on the bus but drive and it be noted so that you don't order more buses because you think we need it even if only 1 bus is needed because 40 signed up but only 20 will get on the bus? *Thank you for being so generous. We do have a note section on the online booking so if you could leave a note stating "you are paying for a bus seat so the trip will hopefully run but you do intend to drive yourself so please provide me with the lift ticket upon arrival at ski resort".*
60. In terms of u-drives and bus numbers. If there are not enough people on the bus, but a good amount of u-drive folks, could you send out an email and ask if we could compensate? *We may have to revisit this process if we have many u-drives instead of taking the bus and have a bus captain drive up to purchase the tickets to look after our members.*

Extended Trip - questions

61. Can you speak to the specific nature of the travel restrictions that resulted in the overnight trip to Collingwood being cancelled? *The Board decided to cancel because of hotel restrictions, no buffet breakfast, and indoor facility restrictions (limit of 10 people to be in pool & hot tub area), and limitations on dining out. Members would not get the value for their money.*
62. I heard Covid tests need to be completed prior to flights - and government not paying for them as of today - have to go to shoppers. *COVID-19 testing is required for people flying into Canada, not required for domestic flights within Canada.*
63. Do they make you quarantine when you come back? *You do not need to quarantine as we are still within Canada.*
64. Any thoughts on a trip to Quebec? *We briefly looked at Quebec this year but their Covid cases were higher than Ontario's therefore we didn't want to take the risk of cancelling another trip. We will try to book a trip for the next ski season.*
65. Will there be any extensions to the payment schedules for the extended trips to monitor the current situation? *Unfortunately not, we have to adhere to the current payment schedule as is. The balance payment is due 45 days prior to departure which gives us enough lead time to evaluate the situation at that time. If the trip is cancelled, members are refunded trip cost less the non-refundable fees (travel insurance premiums).*

66. On the club site can the SkiCan cancellation dates be listed specifically by actual dates (e.g. Jan XX) rather than XX days prior to departure? *Yes, trip leaders need to provide dates and advise Cornelius to update the website.*

Red Mountain Trip (Jan 17 – 24, 2021)

67. What is the status of the Red Mountain Trip? *Red Mountain trip is still scheduled to go on January 17th. It is a smaller group than usual. SkiCan is monitoring daily for any changes; provincially with travel advisory or with resort closures. SkiCan will advise our trip leader, Larry Hrabets of any updates.*

68. Is there a spot for the Red trip? *Timing is tight (trip scheduled on Jan. 17th) and with only 11 people booked, the rooming situation is set, so adding a single person is a possibility but we may have to book at the hotel next door. Contact Larry Hrabets ASAP for pricing, etc.*

69. Red Mountain - can you accommodate 10 more? *Adam from SkiCan stated we do not have the number of airline seats but he can have a look to see if this is a possibility. Please contact Larry Hrabets ASAP.*

70. What airport do you fly in to for Red Mountain and how long is the shuttle bus from the airport to the hill? *You fly into Kelowna, and the shuttle is about 4hrs – it's worth the drive to Red!*

Panorama Trip (Feb 27 – Mar 6, 2021)

71. What is the status of the Panorama Trip? *The Panorama trip is still scheduled to go on February 27th with approximately 27 people. SkiCan is monitoring daily for any changes; provincially with travel advisory or with resort closures. SkiCan will advise our trip leader, Audrey Beniach of any updates.*

72. What is latest date to cancel panorama without cost? *Adam from SkiCan stated there is no date without cost; the initial deposit is nonrefundable and if people were cancelling and the trip is still running. Therefore it is highly encouraged to purchase insurance when they sign up for a trip, through the Group Insurance with SkiCan provided by Allianz Global Assistance Canada, who offer a "cancel for any reason" provision, which many participants have been getting to avoid any potential loss (maximum payout is 75%). Please contact the trip leader listed on the website Extended Trips page <https://skicedarsprings.com/extended-trips/> for further clarification. For Panorama, the trip leader is Audrey Beniach, email: albeniach@gmail.com*

73. What is the minimum number of participants that Panorama will need to go ahead? *The minimum has been reached. Panorama is running and will only be cancelled should conditions change and prevent us from going.*

74. What is the latest date to cancel Panorama participation without cost? *Initial deposit is non refundable, beyond that it depends on date but is generally refundable, especially if you get the insurance.*
75. I note that Panorama first payment cheque hasn't been cashed by Skican. Is there any change or update? *Please contact the Club or the Trip Leader, Audrey Beniach, email: albeniach@gmail.com*
76. Is there spot available on Panorama Trip? *Yes there is space for both, male or female. Contact our trip leader, Audrey Beniach for more information.*

Banff Trip (March 20-27, 2021)

77. What are the numbers like for the Banff trip? *There are 40 spots available but currently we have 26 members signed up for Banff. Cutoff date is January 17th but there is a buffer in place for late sign ups.*
78. In regards to the Banff Trip, at what point would it be cancelled? Would it be in the case of Provincial restrictions? Is there other criteria? *If there is an increase of travel advisories by the Provincial government that would require quarantine when arriving in to the province, would be grounds to consider for cancellation. Some important dates for all trips, is the 61 days prior to departure which is the drop date when airline seats are released without penalties. It could be cancelled at any time but SkiCan will advise our trip leader, Anne Herbert Grouchy of any updates or changes.*
79. If we have a credit from last year Banff trip - can we extend our credit for another year? *Yes, your Banff SkiCan credit is valid until the end of March 2022.*
80. Banff trip, lodging and ski resorts will you be able use facilities for changing and food? *Anne Herbert Grouchy was recently in Banff and felt safe as the resorts are operating under strict health protocols. She advises everyone should get dressed, ready to ski at the hotel, prior to boarding the shuttle bus that takes you to the ski resorts. Shuttle buses were good with number of people on board. Non-medical face masks have to be worn at all times. A buff, bandana or neck warmer is not acceptable indoors. A suggestion is to have a small backpack that you can keep with you all day. Include lunch/snacks either in your pocket or backpack to avoid using the Chalet which is open but with reduced capacity. There are outdoor tents which include some food, hot drinks. Also washrooms are located next to the tents. They have many Grab and Go locations for food. In addition there are designated warming shelters and where you can eat your lunch while seated. At Sunshine, there is some outside storage shelves for your bags. All lift lines are monitored to keep your 6' distance, including marked poles.*
81. Anne, you just got back from Banff. Did you have to quarantine? *No, I did not have to quarantine upon my return from Banff as this is a domestic flight. There are currently no specific restrictions for interprovincial travel to and from Alberta and Ontario.*