

BRIDGER BOWL

Dear Valued Guests,

We are very thankful there was no loss of life during the recent Bridger Foothills fire. Bridger is working with property owners where we can. A very big thank you to all the first responders, friends and community members who helped those affected by the fire. The fire did reach within a mile of the Schlasman's lift. Due to a very fortunate wind switch much more of the canyon, including Bridger Bowl, was saved.

There has been much discussion and speculation on how Bridger Bowl will operate this winter. The recent announcements by many ski areas have brought to light the need to get a message out to our skiers and riders. We will detail the plan as we know it today, subject to any changes required of us and how the country deals with the pandemic. With its location so close to Bozeman and Livingston, every one of us knows Bridger Bowl is a unique ski area; a local gem that we all want to keep open. Our community vibe and low costs relative to other more massive areas in Montana make Bridger everyone's mountain.

With our season fast approaching, the adjacent fire under control and a promise to detail our operating plans for the coming winter, Bridger Bowl is working hard to create the safest environment for skiing and riding for our guests, our community and our employees. We intend to open in early December and stay open until early April, all while honoring our season pass and ticket holders with the largest amount of skiing and riding days possible for everyone. The wild card variables thrown at all of us over the past six months have emphasized the need for outdoor activities in all our lives and how important it is to share what we have and continue to make skiing and riding available at an affordable cost.

Reservation System

As noted above, we intend to open when the snow conditions allow. Our opening could be on or before December 4, 2020 or later if the snow gods continue the 2020 train wreck. We plan to open with a reservation system in place for all ticket and season pass holders. Bridger will specify each group a percentage portion of the daily reservations available based on past indices. This number can and will vary depending on the day, week, month and be subject to re-distribution at any time. Opening week(s) will see us operating at our lowest reservation numbers to ensure all the operating departments can get up to speed without being overwhelmed. If ever there is a year that we DON'T want a 20-inch dump on opening day, this is the time. We will actively monitor the mountain operations and open up more reservations as the rest of our area operations get comfortable with the new normal that this season presents.

Physical Distancing and Face Coverings

Bridger will require face coverings to be worn in all lift lines, while loading and unloading, and while in any of the public spaces where six feet physical distancing cannot be maintained. Of course, face coverings are not required while eating or drinking in the lodges. All interactions between guests and employees will be made while wearing face coverings. We will ask anyone not wearing face coverings to either put one on (we will supply them if needed) or to kindly remove themselves from the property. We are proudly sponsoring

“Mask Up Gallatin” and support the use of face coverings to protect all of us. Also, there will be numerous locations with hand sanitizer available along with additional paper towel dispensers in all the restrooms and greatly enhanced cleaning and sanitizing protocols throughout all of our facilities.

By Department, we are making the following operational changes.

Tickets and Passes

We know everybody is curious about how our system will work. We were very fortunate to be working with an outside contractor to develop our new RFID based ticket and pass system long before the pandemic swept through the ski industry and country. The e-commerce portal where pass (and soon ticket) products are being sold will be where our guests will make their daily reservation(s) for skiing. Reservations will be made based on your RFID account number; family and groups will be able to make reservations together, so no one person in a family group is left out of the fun. Full details on how this will work will be forthcoming before the season pass refund or credit date of November 20, 2020.

Our RFID system will allow Bridger the ability to scan all tickets and passes at all lifts on a daily basis. Reservations will be checked when entering the property and again at the lifts. No reservation equals no ability to access the property. Most guests will have no issue skiing the days they want, as we will do our best to maintain reservation numbers at an optimal level. Unquestionably, Saturday, Sunday and Holiday skiing, when combined with overnight snowstorms, will make this a challenge for all of us. All Day Ticket sales will be made online. The RFID cards we are using will be rechargeable and renewable so don't lose them or you will be charged for a replacement.

Seasonal Lockers and Shoe & Bag Check

All seasonal locker holders have been contacted and are aware lockers will not be available to them for this season. With the need to continually sanitize, keep people moving and limit the exposure to all of us, Bridger took this first step in order to focus on what we can provide, skiing and riding. All locker holders will be able to “hold” their locker for the season at no cost and use it again when we feel the risk is reduced.

The use of base area lodges to store bags will be discouraged. An enlarged Shoe & Bag Check will be available to everyone on the first floor of the Jim Bridger Lodge along with a boot changing area adjacent to it. Anything left on the floors or under benches and tables will be removed and taken to the Shoe & Bag Check area.

Snowsports

Bridger will be limiting lesson sizes, ages and exposure to be able to operate safely. A full Snowsports plan is forthcoming shortly. Bridger plans to keep as many openings for lessons available as possible. The large, youth group lessons will be primarily curtailed for the season. Private and family group lessons will be available along with MSU and Adult groups during the weekdays.

Food and Beverage, Restrooms and Warming Huts

Lodge use and Food and Beverage is a staple of the Bridger Bowl experience. With conformity to the standards put forth by the Gallatin County City Health Department as our goal, Bridger will be reducing capacity in all the mountain lodges. There will be more options for grab and go and we will encourage guests to use their vehicles as their lodge, changing boots and eating in their car. Restroom facilities will be open in all the buildings, cleaned and sanitized on enhanced schedules. Alpine Cabin will be open for use, but Snowflake Hut will be closed for the season.

Rental, Retail and Repair Operations

Bridger will be consolidating all Rental operations into the Saddle Peak Lodge location. Reservations will be required and available on our website. Retail operations will be moved into the larger space in the Jim Bridger Lodge where rental operations have been for years. Repair and technical work will still be done in the JBL location.

Parking and Buses

Guests will be required to show proof of reservation to enter the parking lots for the day. Those dropping off skiers with reservations will be asked to park in the lower lots for the day making room in the upper lots for those carrying equipment. Parking lot shuttles will be running daily (or as needed) to assist in helping guests get to the drop-off area at Saddle Peak Lodge and back to their cars after skiing. Parking in A and B lots will be open to all Senior skiers to use regardless of the number in the car or day of the week. Scheduled weekend bus services have been canceled for the season.

Lift Operations

Lift lines will be spread out to create more distance. This might be the year to bring out the old 210cm GS skis. All kidding aside, Bridger won't be asking singles to jump on open seats, but instead wants to place this thought in everyone's head; if you arrive together, ride together. With this in mind, we will see a reduction in lift capacities.

Guest Refunds

In the worst-case scenario of ski area closure due to COVID or other pandemic related issues, Bridger Bowl will honor our season pass holder's commitment to us by having a credit policy for the 2021/22 season. When the pandemic hit last year, we were near the end of our season and forced to close early. If we are put into a similar situation this season due to COVID-19 or other pandemic related issues, Bridger will issue a credit to each pass holder's account. Details are still being worked out and additional information will be provided.

Those who have already purchased a pass product for the season will have until November 20, 2020 to request a full refund, less a \$20 fee, or credit toward the 2021/22 season, no questions asked.

We all have a ton of skin in this season being successful. Season Pass and Ticket sales help us open and provide the capital to reinvest back into the ski area. We operate to stay open not closed, and while the pandemic has hit home for all of us, closure is not an option we want to go through again. With all of the knowledge gained in the last six months, every one of us needs to do our best as a community of friends, skiers and riders to make this work.

Bridger Bowl will be following the guidelines set forth by the National Ski Area Association and the Pandemic Playbook they have established for ski area operations. None of us want to be the reason we don't have a season.

Sincerely,

Bob Petitt, General Manager and the Bridger Bowl Board of Directors