



FREQUENTLY ASKED QUESTIONS (FAQ'S)

Do I need to bring a mask?

Yes, a mask or face covering will be required to:

- Load or unload the lift
- Enter the building for any reason
- When proper social distancing cannot be maintained

What other safety precautions is West taking during Summer Operations?

- Our staff will be wearing masks whenever they are in contact with a guest or a proper social distance cannot be maintained
- Hand sanitizer will be available for guests to use at the resort.
- Masks and hand sanitizer will be available for purchase at the ticket windows.
- All surfaces will be sanitized frequently throughout the day.
- Additional COVID-19 safety signage has been displayed on the property.
- In the event of a lift hold for thunder/lighting you will be asked to shelter in your own vehicle.
- Lifts will load a maximum of two guests per chair.
- Guests will pick who they ride with or they can ride alone if they choose.

What activities are Available at West?

- High Ropes Adventure
- Mountain Biking (cross-country and downhill)
- Scenic Chairlift Rides and Hiking
- Outdoor Adventure Birthday Parties
- Mountaintop Picnic Packages (New in 2020!)
- Mountaintop Yoga
- Outdoor Adventure Camps (New in 2020!)
- Outdoor Events (Fire on the Mountain—Summer Edition with fireworks and live music July 3) More details Coming Soon!

Where do I purchase a lift ticket?

- All Lift tickets will be available online beginning June 24th. All tickets must be pre-reserved online at least 1 day prior to visit in order to be guaranteed.
- Online tickets can be redeemed at the Main ticket windows only.
- Group reservations can be made by contacting shannon@westmtn.net.

Will food and beverage be available?

- Yes! West will be offering a delicious Summer Grill Menu with many beverage offerings.

Are Summer Season Passes Available?

- Yes! Season Passes allow for riding our mountain biking trails or climbing in our park during any operating day.

Can I just ride the lift or hike?

Yes, we will be offering scenic chairlift rides daily. This ticket is also required for hikers and should be pre-booked online.

\$15 (13+)

\$10 (12 and Under)

Are animals welcome on the property?

We love animals, but we do not allow them on the property at any time.

What are the height and age requirements for the ropes course?

Visitors must be at least 7 years old and weigh at least 50 pounds and be at least 55 inches tall.

Can I rent a bike?

Yes! Bike rentals will be reserved for the 2020 bike season by contacting west@westmtn.net.

Bike rentals must be reserved by 12pm the day prior to your visit.

When you arrive check in at the main ticket windows.

Our staff will let you know where you can find your rental bike and/or package.

When you're done with your rental you will return it to the same spot you picked up from and "check-out" at the window.

What if I need a repair?

We will have a tech on staff to help you out

You will be asked to wait outdoors while your bike is being worked on, we'll call you when it's ready to ride!

Will you still have a retail shop?

Yes! But we will be limiting the number guests inside,

A mask or face covering is required to enter the retail/repair area.