

Frequently Asked Questions Amid COVID 19

1. Why did you close?

- a. On March 14th at approximately 9 pm Governor Polis served an Executive Order suspending all activities at all ski resorts in Colorado. His suspension designated the period March 15 through March 22. This decision came upon us rapidly, late in the evening, and without forewarning. We decided to close for the season at that time because it seemed highly unlikely that conditions would change or improve with regard to the spread of COVID 19. We had every intention of remaining open as we felt that the environment we offer is primarily outdoors. We had taken numerous measures to minimize risk inside the building by reducing the number seating and table space, enhancing cleaning protocols, and ensuring the appropriate amount of social spacing was adhered to. It is our assertion is that outdoor recreation is a healthy way of dealing with this crisis. We are saddened by the fact that we cannot provide this for you for the remainder of this season.

2. How does the closure impact my season pass?

- a. To the extent that any of our season pass partners re-open during the 2019-20 season, your Monarch pass will be valid as per the Monarch season pass partner benefits.
- b. 2019-20 Season Passes are non-refundable and non-transferable to another season. If you have specific questions regarding your 2019-20 season pass, please call us at 719.530.5105.

3. How does the closure impact my Wings pass?

- a. The Wings pass is valid through the 2020-21 season. Please visit us next year.

4. I just bought a 2019-20 season pass. Will it be refunded or changed to next year?

- a. Please call us at 719.530.5105.

5. How do I go about getting a refund on my lift tickets?

- a. Lift tickets purchased on skimonarch.com will be automatically refunded, including Corporate lift tickets purchased on skimonarch.com. Once processed on our end, you will receive a confirmation email showing the refund. Please check your junk/spam mail if you do not see the confirmation in your inbox in the next few days. The refund should show up on your credit card statement in 5-10 days depending upon processing at your credit card company.

6. I purchased a lift ticket to Monarch at REI, King Soopers, Liftopia, through a hotel, ski shop...etc. (any non-skimonarch.com site). How do I go about getting a refund?

- a. You will need to obtain your refund through the venue in which you purchased the lift ticket(s). This may take some time and the venue may be telling you to call us. Please refrain from calling us as we are in the process of contacting all of them with the procedures for them to provide the refund.

7. Can I get a refund on my 4-pack of lift tickets?

- a. If you have physical 4-pack tickets dated through to the end of this season, hang on to them. Next season, bring them to the Season Pass Desk in the main lodge and they will be reissued for use during the 2020-21 season. You must have the actual tickets for us to be able to do this. (Don't lose them!!)

8. I purchased a 4-pack of lift tickets and was planning on picking them up when I got there (don't have them in-hand). How do I go about getting a refund on them?

- a. If you purchased 4-packs online and have not picked them up yet, the expiration date on those tickets will automatically be extended to the end of next season. You will be able to pick them up next season.

9. I have a 2019-20 Me Card / Blue Card. How do I go about getting a refund?

- a. Any outstanding tickets on your Me or Blue Card will be extended to be valid through next season.

10. I loaded money on my season pass. Will this be refunded?

- a. Any moneys loaded on your season pass will be loaded to your new season pass should you decide to purchase one (you can also apply those moneys towards the purchase of next year's pass if you'd like). If not, you will be able to use your 2019-20 season pass as a Gift Card at any venue next season.

11. I have a reservation for rental equipment/lessons/childcare/tubing...etc. How do I go about getting a refund?

- a. All reservations for this season will be automatically refunded. Once processed on our end, you will receive a confirmation email showing the refund. Please check your junk/spam mail if you do not see the confirmation in your inbox in the next few days. The refund should show up on your credit card statement in 5-10 days depending upon processing at your credit card company.

12. What are the chances you will reopen?

- a. It seems highly unlikely that conditions will change or improve with regard to the spread of COVID 19 in the near future. As such, we have made the call to close for the season in an effort to avoid additional complications and confusion.

13. We have some of your rental gear. How can I return it?

- a. We will have attendants in the Rental Shop to accept equipment and clothing returns Sunday, 3/15 through Wednesday, 3/18. If you are unable to return within this timeframe, please call us at 719.530.5196.

14. Will you remain open for uphill travel/hiking?

- a. Yes, however the lodge and all facilities, including restrooms are closed to the general public. Please know that vehicular access into our parking lot will be restricted and gates will be locked between the hours of 4pm and 7am Mon-Fri and all Sat-Sun. Please exercise necessary precautions when on the mountain.

15. I have a seasonal locker. When can come and I get my stuff?

- a. Administrative employees will remain on staff in the main lodge, Mon-Fri, 8am-4pm. Please come to the Season Pass Desk on the upper floor of the main lodge and you will be escorted to the Seasonal Locker area to remove your items. It is advised that you do so sooner than later as we, at any time, may be instructed to restrict all access. If this is the case, we will contact you as to when this type of restriction is lifted and your property will remain in your locker during this time.

16. What are you doing for your employees?

- a. Many of our employees work year-round and should not be affected. Those that work seasonally will receive an additional week of pay once they finish with their closing procedures.

17. I've been calling and emailing and can't get through/have not gotten a response.

- a. We have been experiencing an inordinate volume of calls and emails. Please leave a message with your name, number and the nature of your call and we will get back to you as soon as we are able. We apologize for the inconvenience and potential delay.