

FRED'S SKI SHOP 2020-2021 OPERATING PROTOCOL

DISCLAIMER: IF YOU OR A MEMBER OF YOUR PARTY FEELS SICK OR PRESENTS WITH ANY COVID-RELATED SYMPTOMS, WE RESPECTFULLY ASK THAT YOU **DO NOT ENTER** FRED'S SKI SHOP. WE MAY ASK YOU TO LEAVE IF YOU PRESENT WITH ANY SYMPTOM.

NOTICE: THESE PROTOCOLS ARE SUBJECT TO CHANGE AT ANY TIME.

SAFETY AT FRED'S SKI SHOP

Here at Fred's Ski Shop, the safety of our customers, staff, and local community is of utmost importance. While the 2020-2021 season will look different than in years past, Fred's are still committed to providing the friendly and professional ski and snowboard rental experience that keeps customers coming back year after year. Some safety modifications for the 2020-2021 season include:

- There will be a maximum of **10 customers** in the shop at any given time.
- **6' social distancing** is promoted throughout the shop.
- Masks will be required **at all times** while in the shop.
- All rental equipment will be thoroughly sanitized upon return. This includes skis/boards, boots, helmets, and rental clothing.
- At peak times, access to the deli will be closed from the ski shop door.

It is our mission to make your entire rental process as smooth and efficient as possible while also maintaining safety for all those involved. Fred's is a cornerstone of the Beech Mountain community where residents, employees, first responders, and visitors from all over the country gather. **Given the small, close-knit population of our mountaintop town, we are depending on all of us, residents and visitors alike, to help keep our community safe.** This year presents new challenges for every single one of us, so we kindly ask for your patience and understanding.

YOUR CONSIDERATIONS

- Fred's does not accept reservations on rental equipment. It is offered on a first come, first serve basis. While we do not usually rent out of equipment, we always suggest you plan accordingly on weekends and holidays.
- With a limit of 10 customers in the shop at a time, there may be longer wait intervals than usual for equipment rental. You may consider renting outside peak times, such as early morning or utilizing our next day renting period between 7:30pm and 9:30pm.
- Fred's does not provide refunds on rental equipment for any reason. Please review your rental period to ensure accuracy. If you are not sure that skiing or snowboarding is right for you, our staff is very accommodating and will allow you to begin with a single day rental, keep the equipment for as long as you desire, and pay the difference upon return.
- Be advised that local ski resorts are limiting occupancy this season. **It is your responsibility to check if local resorts are still selling slope tickets before you arrive at the resort.** As stated above, Fred's cannot issue refunds on rental equipment, so it is important you determine this before you rent. You may check the status or purchase tickets online at www.beechmountainresort.com.

RENTAL PROCESS

For the 2020-2021 season, Fred's Ski Shop is offering more ways to begin your rental process. **There are three options for completing the required rental forms:**

- Walk-in at time of rental and complete rental form after payment
- Access the rental form online and print off to complete ahead of rental
- Pick up rental form at shop at anytime and complete ahead of rental

NOTE: Pre-completing forms does not guarantee equipment nor allows you to skip the line. However, it will save time between payment and rental set up.

All customers renting must be present to receive equipment. To meet our occupancy requirements, we kindly ask that only customers renting equipment or buying merchandise be present in the shop – all others should wait outside. (Exception: one non-renting parent or guardian may be present with their child(ren).) **Please follow the below process to ensure safety and efficiency in your rental:**

1. Enter shop from the main ski shop door, upstairs, or deli and proceed to the register counter in the front of the shop.
2. Obtain rental forms from cashier on duty. If you have already pre-filled your forms, present them to the cashier.
3. Confirm equipment types and dates you wish to rent. You will now pay for the rental. The cashier will initial and stamp your rental form as paid.
4. If less than 10 customers currently in shop:
You will be given a clipboard to complete your rental form. If you have already pre-completed your form, proceed to step 5.

If more than 10 customers currently in shop:

You will be placed on a waitlist and asked to step outside of the shop. Please give the name of the main contact in your group, phone number, and number of members in your party. You will be given a clipboard to complete your rental form outside, such as at your vehicle. If you have already pre-completed your form, please wait outside. You will be called when it is your turn in line to set up your rental equipment.

NOTE: If you have a large group, it may be necessary to only allow a few members at a time from your group proceed to the rental counter.

5. Proceed to the rental counter in the back and present your forms. **Forms must be stamped as paid and initialed by a cashier to be processed.**
6. Our rental technicians will fit you for rental equipment. Please maintain social distancing while in the rental area.
7. Once your rental is complete, exit the shop through main door.

RETURN PROCESS

When it is time to return your equipment, **please follow the below process to ensure safety and efficiency in your return:**

1. Enter through the main door and check with our cashier for the current shop occupancy.
2. If less than 10 customers currently in the shop:
Proceed back to the return counter and state the last names in your rental group to the technician and your equipment will be checked in.

NOTE: You may be required to send only **ONE** person in your party at a time to maintain the occupancy requirements.

If more than 10 customers currently in the shop:

The cashier will kindly ask you to wait outside until occupancy decreases or one of our technicians becomes free to come outside to check in your equipment. At that point, you will state the last names in your rental group to the technician and your equipment will be checked in.