

2021 Sunday River Procedures/Helpful Info

Covid Compliance/FAQ's

1. See additional document attached - Maine Certificate of Compliance - guests will have to sign for the front desk of the hotel. If they would like to print out and fill them out ahead of time, it will make their check-in process a bit faster. They will of course have the option to fill them out upon arrival.
2. I encourage people to use this link to search for testing sites near them, it is a great resource for everyone trying to make arrangements to get tested.
<https://get-tested-covid19.org/>
3. Here are a couple of other helpful links about testing sites/Maine requirements:
<https://www.maine.gov/covid19/restartingmaine/keepmainehealthy/faqs>
<https://www.maine.gov/covid19/restartingmaine/keepmainehealthy/testing>
4. Masks are required around the resort in all public places!

Check-in/check-out procedures

1. We are asking that only one person from each group come into the lobby to check in to minimize the number of people in the lobby.
2. For Express Check-In, please call the front desk after 7AM the day of your arrival and provide your name, reservation number, and credit card information. You can pick up your key upon arrival at the Express Check-In section of the front desk.
 1. Grand Summit Hotel: 207-824-3500
 2. Jordan Hotel: 207-824-5000
 3. Snow Cap Inn: 207-824-7669
3. ***Please note that if there are multiple adults in a room with different last names, their lift tickets may have been packeted individually by last name rather than all together for everyone in the room. If one person checks in and everyone's tickets are not all packeted together, each individual can go to the front desk and get checked in.
4. Official check-in time is 6pm, however rooms may be available sooner. We just can't guarantee it. Give the front desk of your hotel a call on your way up and they will be able to work with your ETA to get your room ready.
5. We will not be offering valet services, however there will be bellhop service. They will bring luggage to just outside the guests' hotel room. There will be sanitized luggage carts available, just please make sure to return to the lobby in a timely manner.
6. As for checkout, it can be contactless – guests can just call down to the front desk when they are ready to leave, and leave their keys in the room.
7. Housekeeping is also not doing full cleans of rooms every day. Full room cleans are available upon request, as well as extra towels and linens, etc.

Resort Dining

1. Reservations are strongly suggested for lunch or dinner as seating is limited. Reservations are not taken for breakfast at this time.
2. Hotels offer daily chef attended breakfast buffets.
3. Current F&B offerings by hotel:
 - Summit: Breakfast daily, lunch and dinner daily EXCEPT Tuesday at Camp
 - Jordan: Breakfast daily in Grand Ave, lunch and dinner daily EXCEPT Monday at Sliders
4. Visit <https://www.sundayriver.com/resort-dining> for more info on all our F&B offerings resort wide.

Tickets/Rentals/Lessons

1. We have switched to using RFID lift tickets so guests will receive a Credit Card sized card with their days of skiing pre-loaded. DO NOT KEEP THEM NEAR YOUR CELL PHONE! They should be kept in a front coat pocket or a sleeve pocket and the lifts will automatically scan their pass.
2. ****If the guest has provided a DOB, the Go card will have their name on it. If they have not provided DOB, it will be a "Temporary Customer"**. If it is temporary - Please take a PHOTO on your phone of the FRONT of your Go card in the event it gets misplaced. Guest services can reprint the lift ticket ONLY if they have the IP# that was on the card, or if it is registered to a particular guest with their name printed on it.
3. Ski School and rentals must all be arranged on an individual basis. We encourage people to arrange lessons, etc. ahead of time to ensure they get a spot if needed.
Ski School phone #: 207-824-5959/Website: <https://www.sundayriver.com/lessons>
4. We are STRONGLY encouraging people to reserve rental equipment if they need it online at least 48 hours in advance. This allows people to pick up their rentals in a completely contactless manner. If anyone does need to walk-up to rent, they will of course be taken care of, but reservations will alleviate a lot of congestion in the rentals area.
Rentals can be easily reserved online here: <https://shop.sundayriver.com/s/rentals-and-services>

Other

1. Shuttles are available around the resort daily with limited capacity. Please call 207.824.3500 for the Lower Mountain Shuttle and 207.824.5000 for the Jordan shuttle.
2. We encourage your group to download the Sunday River app on their phones – it is a great resource for COVID related FAQ's/open lifts and terrain, shuttle service, dining/Etc.
3. The pool and hot tub at the hotels are open. We are taking sign-ups to limit the number of people utilizing them at one time. Time slots are in 1 hour increments and can be reserved with the front desk.