

4SITE FACTS 2020

Changes for 2020 due to COVID-19 restrictions



Social Distancing

Will apply in all Vehicles and Buildings operated by 4SITE



New Hygiene Practices

Introduced for guests using 4SITE Vehicles

Accommodation Transport Services

Black Roads

Your guests can drive to their accommodation whilst the roads are black. (The roads will stay open to the public while it is safe for them to travel)

- ◆ With a 30 minute limit in the village for loading and unloading (this applies to staff as well)
- ◆ Guests will be parked by 4SITE staff on there exit of the village and then returned to there accommodation (free of charge)
- ◆ Guests arriving on a bus will be transported to their accommodation. (free of charge)
- ◆ They will need to book in to be collected to be returned to the ATS for the return bus trip

LODGES PICKING UP OWN GUESTS

Will do so from the Carparks.
Drivers and Guests are not to enter ATS

CHAIN FITTING DIRECTION BAYS

will be operating on weekend snow days.

WHEEL CHAIN AND RESORT CHECKING

Will be operating at the Mt Beauty Gold Course on a regular basis

CHANGES TO SHUTTLE SERVICES

Bogong High Plains Rd Shuttle and Village Shuttle will not be operational in 2020

White Roads

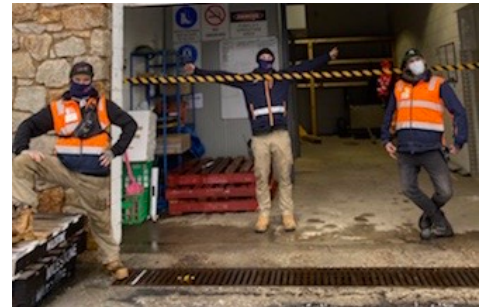
We will be transporting your guests when the roads go white. (Pre sold tickets will not be available online until the roads are closed due to snow cover)

- ◆ A family group is defined by all people that arrive in a single vehicle (this group can be transported in a single vehicle -up to a maximum of 10 people depending on the vehicle)
- ◆ Two couples of two can travel in a single snow cat
- ◆ 4 Individuals can be transported in a CAT at once
- ◆ Guests walking to facilities without using the 4SITE Service will not be able to enter the ATS Building
- ◆ Taxi services can be booked for family groups at any time during the Day (subject to availability)
- ◆ We would like to encourage guests to pack like they are going into an airport with checked luggage (loose items make efficiency more challenging).
- ◆ In peak times your guests may be asked to wait in their car until there is sufficient space in the ATS Building for them to unload their car.
- ◆ On their departure your guests may be transported from the ATS terminal with their luggage to their car.

FREIGHT

We will be delivering your freight to your establishment door

- ◆ We will endeavour to send you a text message when your freight is enroute.
- ◆ We are still using Carton Cloud as our tracking system but we will sign the delivery off with a photo of the goods.
- ◆ Our staff will not be entering your venue.
- ◆ A negotiated drop off location will be arranged in the coming weeks.
- ◆ There will be no self pick ups from the freight terminal
- ◆ Gas bottles will still need to be collected from the freight terminal. (With a prearrangement and pick up from the back door).



CAR PARKING AND RESORT ENTRY RANGER SERVICES

Will be operating each day from 10:00am.

Please ensure that your guests have purchased their Resort Entry Pass and PRINTED it before they arrive on the mountain.

Resort Management will print passes with and additional cost during their office hours.

LATE ARRIVALS CAR PARKING

Carparking spots will still be available below ATS and above the Police Station.

They must be vacated by 10:00am

There will be delays and reduced efficiencies but we will endeavour to do our best in these challenging times.