

## Accessibility Information

Winter Park Resort strives to provide reasonable access for all of our guests to enjoy our facilities and programs, subject to certain restrictions for safety reasons. If you or a member of your party has any questions, or would like to request an accommodation, **please contact our Guest Services team by phone (970) 726-1564; by email [wpinfo@winterparkresort.com](mailto:wpinfo@winterparkresort.com); or in person at the Balcony House** located in the Winter Park base area. To allow us the best opportunity to provide an accommodation we kindly request that you contact us at least five days in advance of your arrival.

Please note that for many months of the year, Winter Park Resort is covered with snow and ice and conditions change daily, making it difficult to provide and maintain stable, slip-resistant surfaces along paths of travel.

### **Chairlift & Gondola Access**

Our chairlifts are capable of accommodating a variety of sit-skis, outriggers, and other adaptive ski devices. For questions regarding the use of these or other assistive devices on chairlifts please contact Guest Services. For the convenience of our guests riding The Gondola in a sit-ski, adaptive devices are available so that it is not necessary to transfer to a wheel chair; please ask a lift attendant for details. Wheelchairs are welcome on the Village Cabriolet and the Gondola. Guests must be able to safely embark and disembark the lifts independently or with the assistance of an accompanying support person.

Service dogs are welcome on the Village Cabriolet and The Gondola. For safety reasons, Winter Park Resort prohibits the public from having service animals on all other chairlifts. Due to size and weight constraints, the use of miniature horses is prohibited on all lifts, including the Village Cabriolet and The Gondola. Please note that although service animals are welcome in the Sunspot Lodge at the top of The Gondola, service animals are prohibited on all ski slopes.

The use of service animals on our chairlifts (not including the Village Cabriolet and The Gondola) and on our ski terrain directly conflicts with our safety requirements and impedes the reasonably safe operation of our chairlifts and on-slope activities. These safety requirements are based on actual risks and are not intended to be discriminatory in any way.

### **Mountain Access**

During the ski season, the following adaptive devices are welcome on-mountain: mono-ski, dual-ski, bi-ski, slider, outriggers, tethers and ski tip and tail retention type devices. In the summer, adaptive hand cycles are welcome in the Trestle Bike Park but they must be designed for mountain biking and have a minimum of one working hand brake; suspension and two hand brakes is recommended. For use of any other adaptive device on-mountain please contact Guest Services. Service animals are prohibited on all ski trails during the ski season within operating hours. Outside of operation hours (defined as: 1 hour after the lifts close and up until 1 hour before the lifts open), service animals and other well-behaved dogs are allowed on ski trails.

In the summer, service animals are welcome on all trails and terrain where hiking is allowed. For safety reasons, service animals are not allowed on bike only trails. Persons using service animals shall obey all permanent or temporary closures of terrain, trails, roads and other portions within Winter Park Resort's operational boundaries.

Guests are encouraged to use The Gondola for mountain access. For information regarding an accommodation to access other portions of our mountain please contact Guest Services.

### **Service Animals in Buildings**

Service animals are welcome in all of our public buildings, including all retail outlets, restaurants, rentals facilities, and lesson centers. Well behaved emotional support animals and pets are welcome in the base area but are not allowed indoors, with the exception of the Vintage Hotel. No animal may be left unattended at any time.

### **Service Animals Definition**

Winter Park Resort welcomes the use of trained service animals. A "Service Animal" as defined by the Americans with Disabilities Act (ADA), as a dog that has been individually trained to do work or perform tasks for an individual with a disability. Other animals, with the exception in some cases of miniature horses, are not service animals. Emotional support, therapy, comfort, and companion animals do not qualify as service animals.

All service animals must fall within current ADA guidelines, which include, but are not limited to: remaining under the direct control of the user at all times; be house broken; and be trained and utilized for a specific disability approved by ADA regulations.

Subject to certain limitations, miniature horses may be substituted for service dogs. Miniature horses as service animals must meet the standards set forth by the American Miniature Horse Association. Specifically, miniature horses may not exceed thirty-four inches at the withers measured at the last mane hairs.

### **Website**

Website accessibility information is found by following the link at the bottom of every webpage. If you have trouble accessing content on any of our websites, please email us at [accessibility@alterramtnco.com](mailto:accessibility@alterramtnco.com).

### **NSCD**

We are a proud partner and host of the National Sports Center for the Disabled. More information about programs offered by the NSCD can be found on their website <http://www.NSCD.org>.