

CORONAVIRUS UPDATE

Last Updated: April 28, 2020

The COVID-19 pandemic has changed how many of us work and live. As a result, and in response to guidance from the National Park Service as well as recommendations and ordinances from the CDC and local and national health authorities, housing our large number of seasonal employees in shared dorms is not currently an option for the upcoming summer.

As such, we have had to significantly modify our operating plans for the 2020 season. Below is a list of locations and services with current operating plans. Please check back frequently as this list may continue to change.

ANTICIPATED OPERATING DATES

Operations are expected to open no earlier than the dates listed below:

Jackson Lake Lodge

Not expected to operate

Jenny Lake Lodge

Not expected to operate

Colter Bay Village

May 22 - Convenience Store

June 5 – Campground, RV Park, Tent Village (Tent Cabins), Grocery Store, Launderette, Gift Shop

June 15 - Cabins, To-go food and beverage

July 1 - Group Camping (subject to change)

To Be Determined - Marina Gas and Public Launch, Slips, Buoys & End Ties, Canoe & Kayak Rentals

Not expected to operate - Motorboat Rentals, Lake Cruises, Fly or Lake Fishing, Marina Store, Corrals and Activities Desk

Headwaters at Flagg Ranch

June 5 - Camping, and RV Park operations, Convenience Store

June 15 - Cabins, To-go food & beverage

Not expected to operate – Corrals, Gift Shop, Bar, Coffee Café

Gros Ventre Campground

Expected to open May 29

Jenny Lake Campground and Store

To be Determined

Some lodging/cabin/camping types listed may not be available or may have limited inventory. Please note that stayover housekeeping services have been discontinued for the safety of our guests and employees. Additional operations may open later in the season if current restrictions are lifted or loosened.

STEPS WE ARE TAKING TO ENSURE YOUR HEALTH AND SAFETY

The health and safety of our guests and employees continues to be our top priority. We have worked to ensure that our cleaning, sanitizing, and other related protocols adhere to the most current recommendations and

guidelines from the CDC and local public health authorities. In addition to modifying our operations as noted, these may include:

- Hand sanitizer stations available throughout our locations
- Employees utilizing masks and/or gloves where appropriate
- Frequent sanitizing of high-traffic areas and high-touch surfaces
- Increased cleaning/sanitizing of restrooms and other public and employee areas with recommended disinfecting cleaners
- Guidelines to ensure employees are healthy before reporting to work
- Discontinuing stay-over housekeeping service (daily service while the same guests are utilizing the room for multiple nights)
- Fully sanitizing every cabin between guests

FREQUENTLY-ASKED QUESTIONS

Why have you changed your operating plans so significantly? Each year, Grand Teton Lodge Company and Flagg Ranch Company welcome guests from across the U.S. and around the world to our properties during the summer operating season. To service and care for these guests, we rely on more than a thousand employees who also travel here from all corners of the globe to enjoy their own experience of a lifetime working and playing in this special place. Most of these seasonal employees live onsite at our properties in shared dormitory-style housing.

The COVID-19 pandemic has changed how many of us work and live. As a result, and in response to guidance from the National Park Service, as well as continuing recommendations and ordinances from our local and national public health authorities which restrict our ability to utilize shared housing facilities, accommodating our large number of seasonal employees in shared dorms is not currently an option for the upcoming summer. This severely limits the extent to which we can open and run the full scope of our operations.

My reservation is impacted by these changes. What should I do? We are sorry that this impacts your travel plans. No action is required on your part. We will be automatically cancelling your reservation without penalty and refunding any deposits paid **beginning on May 5, 2020**. We appreciate your patience as we work through the processing of refunds. If you do not want your reservation cancelled and wish to apply your deposit to future stay, or wish to book at one of our other properties that is expected to operate this season, please contact us prior to May 5 at 307-543-3100 or GTLReservations@vailresorts.com.

I would like to rebook and apply my deposit to a future stay or different lodging location/type. What should I do? We would be happy to talk with you about rebooking options. Please contact us prior to May 5 at 307-543-3100 or GTLReservations@vailresorts.com.

I'm not clear on whether or not my reservation is impacted. Can you clarify what reservations/locations are impacted by these changes? The below outlines the impact to different locations and types of reservations. Impacted lodging reservations will be automatically cancelled as of May 5, and refunds will be issued for any deposits paid. If you would like to rebook for a future stay or at a property that is expected to operate, please contact us prior to May 5 and we can apply your deposit to your new booking.

Jackson Lake Lodge

All reservations—including lodging, dining, activities and group events/bookings—will be cancelled.

Jenny Lake Lodge

All reservations—including lodging and dining—will be cancelled.

Colter Bay Village

Some cabin reservations may be impacted; we will contact you if there is an impact to your reservation. RV and group camping reservations not currently impacted. All activity reservations will be cancelled.

Headwaters at Flagg Ranch

Cabin, RV and camping reservations not currently impacted. All activity reservations will be cancelled.

I have booked an activity and/or restaurant reservation that is impacted. What do I need to do? No action is required on your part. We will be automatically cancelling your reservation without penalty, and issuing full refunds of any deposits paid. Please note that, for activity and restaurant reservations, you will not receive an automated cancellation notice.

How long will it take to get my refund? We will begin processing cancellations on Thursday, May 5, and will work as fast as we can to issue refunds in a timely manner. However, the exact timing of when you will receive your refund will depend on your card-issuing bank. Please allow at least 10-15 days to receive your refund.

I am part of a tour. Is my tour cancelled? Do I need to do anything to cancel my room reservation? Please contact your tour operator directly for information and instructions.

I am part of a meeting/group event at Jackson Lake Lodge. Is my group cancelled? Do I need to do anything to cancel my individual reservation? No action is required on your part as it relates to your room reservation at Jackson Lake Lodge. We will be automatically cancelling your reservation without penalty, and issuing a full refund of any deposits paid. Please contact your group/meeting organizer regarding any group-/meeting-specific details.

Is there a chance your operating plans could change again? Will you let me know if they do? Yes. Should the situation change, or if we receive updated guidance from the National Park Service and/or public health authorities, it is possible we could further limit or expand our operations plans. We will continue to communicate with you as new information is available. Please check back to this webpage regularly as we will continue to post updates.

My question isn't answered here. How can I get assistance? Please call 307-543-3100 or email GTLReservations@vailresorts.com. We appreciate your patience as we work to assist all of our guests.

Please check back here regularly as we will continue to post updates as they are available.

You may also contact us at 307-543-3100 or at GTLReservations@vailresorts.com.