



## Monitoring Coronavirus (COVID-2019) – 1 March 2020

Vail Resorts is closely monitoring the [Centers for Disease Control and Prevention \(CDC\)](#) and [World Health Organization's \(WHO\)](#) statements regarding novel coronavirus (COVID-2019) and following the guidelines from these agencies and local health departments in the United States, Canada and Australia.

The health and safety of our employees and guests is our highest priority. Currently, there have been no reported cases at Vail Resorts properties.

We have been collaborating with our public health partners in developing an emergency response plan for all locations. If there is a confirmed case in any of our locations, we will follow the health department's lead on health measures needed.

### **What is 2019 Novel Coronavirus?**

2019 Novel Coronavirus, or COVID-19, is a new respiratory virus first identified in Wuhan, Hubei Province, China. The World Health Organization reports, as of Feb. 28, there were 78,961 confirmed cases in mainland China and 4,691 confirmed cases in locations outside mainland China. A small number of confirmed cases have been detected in the United States, Canada and Australia. [Learn about COVID-19.](#)

### **What are the signs and symptoms?**

Patients with confirmed COVID-19 infection have reportedly had mild to severe respiratory illness with symptoms of:

- Fever
- Cough
- Shortness of breath

***If you develop any of these symptoms and believe that you could have coronavirus or another infectious virus, please contact your health care provider and supervisor for guidance regarding whether to stay home from work.***

### **How does the virus spread?**

Some viruses are highly contagious (like measles), while other viruses are less so. It is not clear yet how easily COVID-19 spreads from person to person. When person-to-person spread has occurred, it is thought to have occurred via droplet transmission or when an infected person coughs or sneezes, similar to how influenza and other respiratory pathogens spread.

### **How can I protect myself?**

There is currently no vaccine to prevent the COVID-19 virus. The best way to prevent infection is to avoid being exposed to this virus. Employees and their families should expect to be safe at work and we all have a part to play in maintaining a healthy and safe workplace. The CDC always recommends everyday preventive actions to help prevent the spread of respiratory viruses, including:

- Wash your hands often with soap and water for at least 20 seconds. If soap and water are not available, use an alcohol-based hand sanitizer.
- Avoid touching your eyes, nose and mouth with unwashed hands.
- Avoid close contact with people who are sick.
- Stay home when you are sick.

- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces.

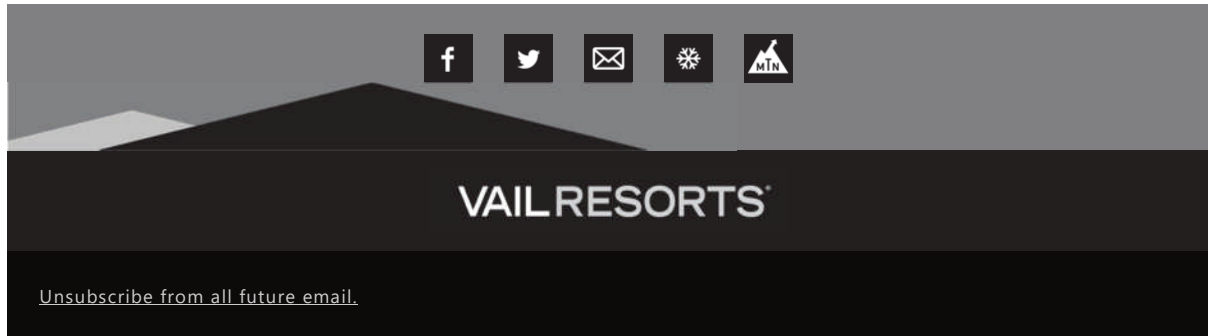
**How should I report an ill guest or employee?**

If a guest or an employee self-reports an illness or has a medical event related to this outbreak, please call the **Vail Resorts Coronavirus Hotline at +1 303-404-8300** for further guidance related to additional cleaning and sanitizing protocols.

Ken

Ken Colonna

VP: Health & Safety





## Monitoring Coronavirus (COVID-2019) – 7 March 2020

I am sure you are all aware of the situation with coronavirus (COVID-19). I want to assure you that the health and wellbeing of our guests and employees is our top priority and we will continue to take all appropriate precautions across all of our resorts. We have formed a dedicated central working group that is actively managing any required response by Vail Resorts to COVID-19 at any of our locations.

We are closely monitoring the [Centers for Disease Control and Prevention \(CDC\)](#) and [World Health Organization's \(WHO\)](#) statements and following the guidelines from these agencies and local health departments where we operate resorts in the United States, Canada and Australia.

All of our resorts are fully open and operating normally.

We were made aware yesterday of one case of coronavirus in Summit County, Colo., but state and country officials have indicated the risk to the public is low. We are following the guidance of the local public health agencies. We have been sharing information over the last 24 hours with our employees in Colorado, which can be found [here](#).

At this time, we continue to follow our existing workplace policies as documented in our [employee guides](#) (or your local guide).

The best way to prevent infection is to avoid being exposed to this virus. The CDC recommends the following:

- Avoid close contact with people who are sick.
- Avoid touching your eyes, nose and mouth.
- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces using a regular household cleaning spray or wipe.
- Follow CDC's recommendations for using a facemask: CDC does **not** recommend that people who are well wear a facemask to protect themselves from respiratory diseases, including COVID-19.
- CDC recommends that facemasks **should** be used by people who show symptoms of COVID-19 to help prevent the spread of the disease to others.
- Wash your hands often with soap and water for at least 20 seconds, especially after going to the bathroom; before eating; and after blowing your nose, coughing or sneezing.
- If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol. Always wash hands with soap and water if hands are visibly dirty.

If a guest or an employee self-reports an illness or has a medical event related to this outbreak, please call the **Vail Resorts Coronavirus Hotline at +1 303-404-8300** for further guidance.

It's important that we all pay close attention to the information that is being shared by health authorities, follow their instructions on hygiene best practices, remain calm and respectful of each other – and enjoy the last few weeks and months of the season! We will continue to keep you informed as we learn more.



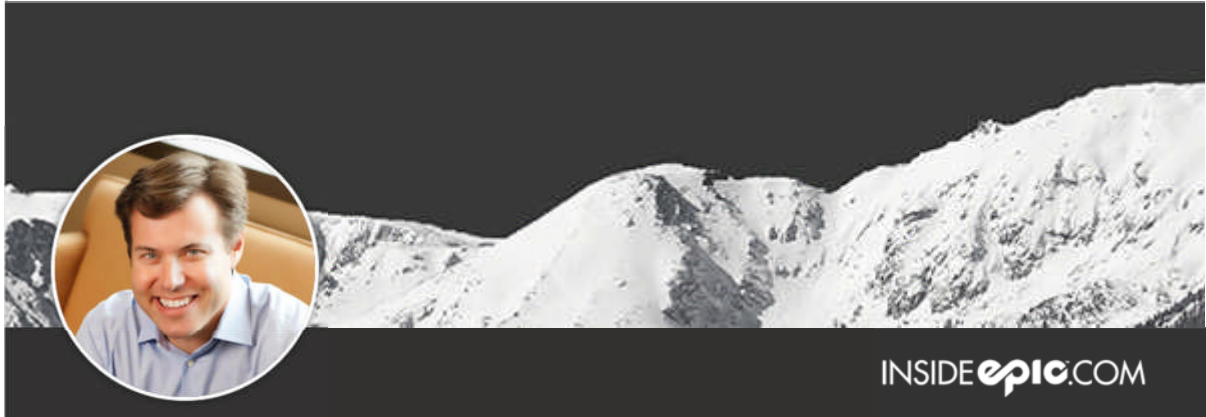
Rob Katz  
Chief Executive Officer



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## Monitoring Coronavirus (COVID-2019) – 11 March 2020

Over the last few weeks, the world has begun to grapple with the spread of COVID-19, bringing with it uncertainty, anxiety and fear. I understand that this may be a trying time for some of you, but please know we will absolutely get through this, together. I want to assure you that your health and wellbeing, and that of our guests, is my top priority. I also want to take a moment to share why, despite the uncertainty, I am feeling calm, resolute and confident in our Company's future.

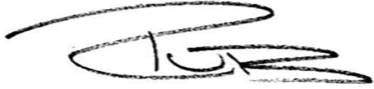
As it relates to our response to COVID-19, we have established a dedicated working group for Vail Resorts to address the issue from all angles. They are in constant communication with all state and local health officials and taking all appropriate precautions at our resorts to prevent any spread of COVID-19. When there is a confirmed case of COVID-19 in one of our resorts, we will coordinate with state and local health officials and follow their directions to ensure everyone's safety and privacy and provide support to employees as needed.

Compounding the health concerns, we are now witnessing an economic impact. The reality is that people are nervous and it's impacting the entire travel industry, and we will likely see reduced visitation to our resorts over the next few weeks. Yesterday, in our quarterly earnings call, we said that there was enough uncertainty worldwide that it was hard for us to forecast our profitability for the rest of the year. We also said that regardless of visitation levels, we are open and operating as normal and we intend to continue offering the same world-class experience and service our guests have come to expect. This is something we can do because our Company is in a very strong financial position.

We have built an incredible network of 37 mountain resorts across North America and Australia and worked hard to bring those resorts together – we are a strong team. We have created a growing season pass program with over 1.2 million people, providing stability to our Company. We have built our Company to weather these exact types of storms, just as we weathered the storms of the past including recent low-snow years and the Global Financial Crisis of 2008. So we remain focused on the future, just as we always have, by continuing to invest back into our resorts - something we confirmed on our earnings call by reiterating our \$210 million capital plan for CY20.

Every day, our Company deals with external events that provide challenges to our operations and our business. It's the nature of our business; it's what we do. I have full confidence in our ability to rise to this challenge because of you - over fifty-five thousand people dedicated to our guests and to each other. I want to thank you for your ongoing commitment during this challenging time, and reassure you of our Company's commitment to you.

As global leaders, the industry is looking to us for guidance. We have a responsibility to showcase that leadership during good times and bad to ensure skiing and riding continue to thrive around the world long into the future. I'm always up for that challenge and I am sure you are too. So let's remain focused on what we do best, creating an *Experience of a Lifetime* - and if you find the anxiety creeping in, I can't think of a better way to deal with it than taking some turns in perfect spring skiing conditions. See you on the hill.



Rob Katz  
Chief Executive Officer



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