

Dear Guests,

Normally, we would be taking a little bit of a breather right now between spring break and gearing up for a busy summer season of helping you relax, restore and rejuvenate at Iron Mountain Hot Springs. There is nothing normal about this year, though. There were no spring breakers here soaking after a day on the slopes, and our summer season will look very different than anything we've experienced.

It's been very quiet here since we closed on March 15, but not silent. Small groups of employees have been working on a variety of projects so that when we can reopen, we'll be ready to greet you with new safety procedures in place and big smiles beneath our face coverings.

What does the new normal look like? We've been working on that for weeks, making sure we can meet or exceed the guidelines set forth by local, regional, state and federal agencies for operating in a COVID-19 environment. Simply put, we're doing everything we can to keep our guests and employees as safe as possible while still providing you with the Colorado-style hospitality and spa-like atmosphere that you love.

These plans include personal protection equipment, health screening and enhanced training for our employees; touchless transactions whenever possible; online ticket purchases; plexiglass shields at registers; frequent cleaning and disinfecting of common touchpoints throughout the property; limited capacity; social distancing markers; and additional hand-sanitizing stations.

The global health environment is constantly changing, so these practices may evolve as we take the latest guidance into consideration. We'll provide you with more specific details—and hopefully an opening date—soon. In the meantime, please check our website and Facebook page for updates.

Some of the most frequent questions we've been asked are by our loyal annual and seasonal pass holders. Both types of passes will be extended by the length of time we're closed.

After so much time at home, we know many of you are eager to come enjoy the healing qualities of the pure, hot mineral water at Iron Mountain Hot Springs. We can't wait to welcome you back.

See you soon!

Steve Beckley
Manager