

V: 2020.10.07



## WELCOME BACK!

We couldn't be more excited to welcome you back to the Palm Springs Aerial Tramway. The following is important information to assist you with your upcoming visit.

## REOPENING DAY

We will reopen on Friday, October 9 with the first car up at 8:00 a.m. During our initial reopening phase, certain facilities will remain closed at our Valley and Mountain Stations—and the Tram will accommodate fewer guests, operating at less than 25% capacity. We understand that your next visit may feel a bit different from your previous, but we assure you that *adventure still awaits!*

## MT. SAN JACINTO STATE PARK & WILDERNESS

**PLEASE NOTE:** Due to ongoing fire danger, only **Long Valley** is currently open. The wilderness is closed to hikers and campers.

## OUR COMMITMENT TO SAFETY

As we reopen, our first priority is the safety of our valued guests, employees, vendors and community members. Our carefully-planned reopening comes with new health, safety and hygiene procedures in place. As we enjoy Palm Springs Aerial Tramway together again, we ask that everyone please follow the recommendations of health officials and Palm Springs Aerial Tramway's policies.

These measures are based on guidance from health authorities, including the CDC, the State of California and the County of Riverside.

## WHAT TO EXPECT UPON YOUR ARRIVAL TO THE TRAM

As you drive onto Tram Way, you will be asked to stop by a security officer to show your pre-purchased, timed and dated Tramway ticket(s). Tickets can only be purchased in advance by visiting [www.pstramway.com](http://www.pstramway.com).

## PARKING

Parking can be purchased online in advance. Coachella Valley residents do not need to purchase a parking ticket, but please provide proof of residency upon arrival.

## VALLEY & MOUNTAIN STATIONS

Face coverings are required at both Valley and Mountain Stations, and while aboard tram cars (gaiters and masks with vents are not allowed). Also, there will be a temperature check for all patrons upon entrance to the Valley Station. And please observe signage throughout both stations describing other helpful best practices. Here are some examples of what you will see:

**For your protection, the following is required for entry to the Palm Springs Aerial Tramway:**

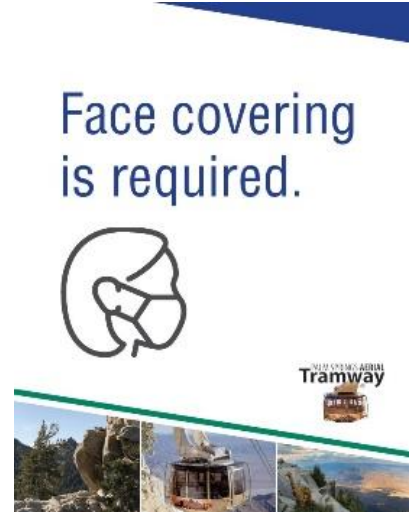
- Use of face covering indoors and on tram car
- Temperature check
- Practice social distancing

**Thank you for your cooperation!**

PALM SPRINGS AERIAL Tramway



**Face covering is required.**



**WELCOME! PLEASE BE ADVISED:**

- Advance tickets only.
- Tickets are not available for purchase on site.
- Please visit [www.pstramway.com](http://www.pstramway.com)
- Face coverings are required indoors and on tram car.



## **TRAM CARS**

While we have reduced the capacity of our tram cars significantly, we cannot provide six feet of social distancing. Please wear your face coverings at all times while aboard tram cars. Tram car windows will remain open and the tram cars are cleaned after every trip including the use of an electrostatic disinfectant.

## **REOPENING FREQUENTLY ASKED QUESTIONS**

### **What are your hours of operation?**

The Tramway's current schedule is Friday through Monday with the first car up at 8:00 a.m., the last car up at 4:20 p.m. and the last car down at 6:00 p.m.

### **Can I purchase admission at the ticket booth upon my arrival?**

During this initial phase of reopening, we will not sell tickets on-site. Tickets must be purchased in advance at [www.pstramway.com](http://www.pstramway.com).

### **I have an existing ticket purchased through pstramway.com, how do I use it?**

All tickets purchased through pstramway.com have been refunded, so they cannot be used another day. New tickets must be purchased for the actual date and time of your visit.

### **I am an annual passholder; do I need a reservation?**

Yes. During this initial phase of our reopening, we cannot accommodate walk-in guests, including passholders. Please call us up to 14 days in advance at 760-325-1449 from 9:00 a.m. to 4:00 p.m. to make a reservation.

### **Will my annual pass be extended?**

Yes, the validity of your annual pass will be prorated from March 13 (our Covid closure date) according to your expiration date plus 10 bonus days. For example, if your pass expired on April 13, you will receive 31 extra days plus the 10 bonus days, or 41 additional days from our reopening date.

## Is the Mt. San Jacinto State Park and Wilderness Area open?

Due to ongoing fire danger, only **Long Valley** is currently open. The wilderness is closed to hikers and campers. For more information, please visit [www.parks.ca.gov](http://www.parks.ca.gov). Face coverings are not required while enjoying the state park, but are required inside the ranger's station.

## Is everything open and available at both stations?

At the **Valley Station**, the Tramway History Museum, Cascade Patio and the Tram View patio are open. The Valley Station Gift Shop and Cascade Café will remain closed during this phase of our reopening.

At the **Mountain Station**, the Mountain Station Gift Shop, Desert View Terrace, Santa Rosa Theater and the Natural History Museum are open. Peaks Restaurant, Lookout Lounge and San Jacinto Theater will remain closed during this phase of reopening. Sandwiches, salads and beverages are available for purchase at Pines Café. Check [www.pstramway.com/dining](http://www.pstramway.com/dining) for further details.

## What other changes can we expect?

- Reduced capacity on tram cars and in the Valley and Mountain Stations.
- Increased frequency of cleaning and sanitizing of all public areas and on contact surfaces.
- Tram cars cleaned between each trip with electrostatic sanitization. In addition, antimicrobial tape has been wrapped around all handrails. And tram car windows remain open during all trips to improve ventilation.
- Plexiglas partitions installed between staff and guests, wherever possible.
- Hand sanitizer stations placed at all entrances and throughout the Valley and Mountain Stations.

**Please Note:** While we have reduced the capacity of our tram cars, we cannot provide six feet of social distancing. Guests are encouraged to keep space between other groups of people not travelling with them.

***Exposure to COVID-19 is an inherent risk in any public location where people are present; we cannot guarantee you will not be exposed during your visit. By visiting Palm Springs Aerial Tramway, you voluntarily assume all risks related to exposure to COVID-19.***