



A BIG MONTH AHEAD

TO: All Staff
FROM: Steve Wright
DATE: September 25th, 2026

Team -

This weekend kicks off a big six-week stretch of weddings at Jay, and I want us heading into it with a shared understanding of what this business means to the resort—and what we owe the team delivering it.

Here's what's happening this weekend:

- Saturday — 160 guests: Howies & Bullwheel Friday-night party; Barn / Tower Bar / IR; Howies brunch.
- Saturday — 83 guests: Friday at Alice's Table; Pond / Tent.
- Sunday — 73 guests: Friday pizza pickup; Barn / Tower Bar / IR.

Weddings are critical to both the top- and bottom-line health of Jay Peak. They bring business into our lodging, restaurants, bars, and venues, and introduce people to this place who may never have otherwise found us. This is resort business, not simply wedding department business, and our approach to supporting it needs to reflect that.

Our wedding team manages an enormous number of details, moving parts, and expectations. Much of that work happens out of sight, well before anyone arrives to celebrate. They care deeply about getting it right, and they deserve to know that the rest of us are as invested in their success as they are.

We're short-handed on the coordination side right now, heading into a stretch that would demand strong cross-departmental support even at full staffing. We have already set a high bar for hospitality here. I expect us to bring that same level of care and urgency to supporting each other through this. Lately, and in some isolated cases, that support hasn't been as consistent as it needs to be, and we need to correct that.

That means responding promptly, anticipating needs rather than waiting to be chased, offering help where we see a gap, and following through on commitments. It also means advocating for the wedding team in conversations across the resort—helping find a way forward when something is difficult, rather than leaving them to navigate every obstacle themselves. A request that crosses departmental lines should prompt a conversation about how we get it done, not become a reason it doesn't happen.

Department heads, Managers and Directors, please make these expectations clear to your teams and make sure responsibility for your part of each event is understood. When staffing or competing priorities create a real conflict, raise it early so we can work through it together. I'm not asking anyone to pretend we have unlimited resources. I am expecting us to bring a willingness to help and a shared responsibility for finding solutions.

There's a lot of good business and a lot of meaningful celebration ahead of us. Let's give our wedding team every reason to feel they have the whole resort behind them—because they should.

Steve

