Zillertaler Seilbahnen

# COVID-19 Code of Conduct Zillertaler Cable Cars
# Winter Season 2021-22

Dear winter sports enthusiasts!

COVID-19 continues to affect our lives. Safety and the personal health of each individual are the highest good and the focus of attention for our cable car companies.

According to the current ordinance of the Austrian Federal Government, the following regulations apply:

**2G proof (vaccinated or recovered from COVID-19) for transport by cable car:**

- For the use of the cable cars and lifts, the ski resorts are obliged to check **proof of vaccination or recovery** (referred to as 2G in German) for all guests over the age of 12. The ticket only allows access to the ski area if a corresponding vaccination or recovery status can be proven.

- You can verify your proof of vaccination or recovery or activate your ticket as follows (this also applies to season tickets already purchased):

  - ✓ **Web portal**
    In the **web portal (www.myzillertal.app/safe2ski)** you can easily link your ticket to your proof of vaccination or recovery even before you arrive at the ski resort.
    Prerequisite: Ticket + digital proof of vaccination or recovery

- ✓ **Ticket machines and Greenpass Check Stations**
  Ticket machines and sometimes additional "Greenpass Checks" are available at some of our valley stations. Here you can quickly and easily link your ticket to your proof of vaccination or recovery.
- ✓ **Ticket purchase in your accommodation in the Zillertal region**
  Tickets can be activated either by their host, provided that they have the technical cash desk infrastructure (OPOS), or in some cases you can obtain the keycard in your accommodation to purchase the desired ski pass ONLINE and immediately activate it yourself with the digital proof of vaccination or recovery in the web portal (www.myzillertal.app/safe2ski). This way you can go directly to the cable car and avoid waiting times at the ticket offices or Greenpass Check Stations.
- ✓ **Cash registers**
  Your ticket can also be activated directly when you purchase it at our ski pass cash desks. Prerequisite: Proof of vaccination or recovery.

**Please have your personal EU-compliant proof of vaccination or recovery and photo ID ready with you at all times for the duration of your stay in the ski area for possible checks.**

**Children:**

- Children up to the age of 12 do not have to provide a proof of vaccination or recovery.
- For children between the ages of 12 and 15 a proof of vaccination or recovery must be provided:
  - ✓ For **Austrian children** the schools' “Ninja Pass” is equivalent to the 2G certificate. If the test intervals during the week are in accordance with the school regulations (a PCR test at least twice a week), the "Ninja Pass" is also valid on Friday, Saturday and Sunday of the respective week as 2G-proof. There is a special regulation for the school-free period: For children who are required to attend school in Austria and who can present a valid test certificate (PCR test at least twice a week), this continues to apply as a 2Gproof.

- ✓ For **children outside of Austria** based on the regulation for Austrian children, the ski passes can be activated for a maximum of 72 hours if a negative PCR test result is presented. ATTENTION: The decisive factor is not the year of birth, but the birthday itself (12th birthday = end of 12th year of age). You can find information on the range of PCR tests on the following homepage: https://www.tirol.gv.at/gesundheit-vorsorge/infekt/coronavirus-covid-19-informationen/tirol-testet/tirol-gurgelt/.

**Exceptions:**

- The obligation to provide proof of vaccination or recovery does not apply to persons who cannot be vaccinated for health reasons. In such cases, proof from an authorised body of a negative PCR test, which must not be older than 72 hours, must be presented together with a medical certificate.

**Customers must wear masks:**

- FFP2 masks must be worn in closed cable car waiting areas, in the cabins and on chairlifts with weather protection bonnets.
- For children aged 6 to 13 years, a normal mouth/nose protection, e.g. a tube scarf, is sufficient.
- Children from 0 to 5 years must not comply with this.

**Evidence of a low epidemiological risk:**

- The validity period of the vaccination certificates is 270 days.
- Janssen vaccinated persons (Johnson & Johnson vaccine) will need a 2nd dose to receive a valid green passport from 03.01.2022.
- The validity period of the recovered-from-COVID 19-certificates is 180 days.

On the website of the Ministry of Health you will find continuously updated information as well as detailed FAQs on the measures of the Federal Government https://www.sozialministerium.at/Informationen-zum-Coronavirus.

In compliance with the currently valid regulations and additional safety measures, we are firmly convinced that you can spend relaxing and safe holidays in the Zillertal!

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## Zillertal cable car general information and organisational measures to safeguard a safe and relaxing vacation:

- **Signposts and information points in the ski area:**
  They draw your attention to our code of conduct at the cable cars and throughout the ski area.

- **Organised queuing areas:**
  Please keep a sufficient distance to strangers and wait in the cash desk area until the guest in front of you has left the cash desk.

- **Hand hygiene:**
  For our cable car indoor areas we will install sufficient hand disinfection facilities for you.

- **Disinfection measures:**
  All cable car cabins are regularly disinfected by us.
  Disinfection measures are also regularly carried out in elevator cabins, on escalators, in sanitary facilities, ski depots and first aid rooms.

## What you can do to stay safe and keep others safe.

**Use off-peak times:**

Take advantage of the off-peak times with low crowding to reach the ski area and get back to your accommodation in a relaxed manner. You can also return to the valley station in off-peak times.

**Wear a FFP2 mask**

Wearing an FFP2 mask is mandatory in these areas:

- At the ski pass sales points of the cable cars, provided that these are located in closed spaces.
- On the closed access area to all cable cars
- While riding the cable cars (cabin and chair lifts with weather protection bonnet)
- When using the toilet facilities
- In the ski shop / ski depot

**Keep your distance**

We recommend you keep a distance of 2 metres away from persons not in your household.

**Ensure ventilation**

If necessary, please ventilate the cable car cabins during the trip.

**Pay attention to hand hygiene**

Please observe the general rules of hygiene and wash your hands regularly.

Disinfectant dispensers are available in the cable car stations in the indoor area.

**Dispose of used protective masks**

Please do not leave your used protective mask or handkerchiefs in the cable car cabins, but dispose of them properly. Waste bins are available in the station areas.

**Follow instructions**

Please follow the general behaviour recommendations and also the instructions of our employees, especially with regard to the hygiene regulations.

**Cashless payment or even better: Buy your ski ticket online.**

If possible, make use of the cashless payment option or buy your ski ticket directly at the online shop.

**Head for the slopes only if you are healthy**

If you have symptoms that could indicate a possible Covid-19 infection (fever, cough, sore throat, loss of taste/smell, ...), please stay in your accommodation and contact the reception of your accommodation or a doctor immediately.

**Behave responsibly**

Please conduct yourself responsibly to protect your own health and that of others.

## Our request!

Please observe and follow our Covid-19 Code of Conduct and enjoy your winter holiday in the Zillertal ski areas!

We are evaluating the situation on an on-going basis and will adapt our Code of Conduct to any changes in legal or regulatory requirements.

(Last revised: 16 December 2021)