



# LAURINS LODGE

## COVID19 / MEASURES & REGULATIONS Season 20/21

### Dear guests.

Strategies have been developed at all levels in order to offer our guests the safest and most carefree vacation possible in times of Covid19. These rules should also help to protect employees and the local population.

The mountain railways (Bergbahnen Silvretta Galtür) and tourism associations in the valley have formulated **measures** that will be applied in the winter season 2021. Already in summer, face masks were a constant companion in buses and cable cars, as well as in public facilities (supermarket, bank, doctor, pharmacy, etc.). It will stay that way in winter too. (See below for the rules of the mountain railways).

We would like to inform you that we (Laurins Lodge & Nonas) have adjusted our **cancellation rules** to the current situation. Deviating from the previously valid regulations (General Terms and Conditions of the Austrian Hotel Industry 2006 version), we are making the rules for our guests more flexible and accommodating in the coming winter. **A free cancellation is possible in our houses up to 2 weeks before the day of arrival (see details below).**

We also expressly refer to our partnership with **“Europäische Reiseversicherung”** (European Travelling Insurance). New: insurance includes even Covid19 cases as follows: the guest is sick with COVID-19 / a close relative or a person living in the same household is sick with COVID-19 and the presence of the guest is urgently needed at home / fever and suspicion of corona, even if the test result is negative later / a positive test result without symptoms / a close relative in the shared household is sick and the guest has to be in quarantine).

### LAURINS LODGE & NONAS:

- Revised cancellation rules (see below)
- Partnership with the insurance “Europäische Reiseversicherung” (New additional term: Insurance coverage in the event of a Covid-19 illness)
- We follow distance rules & wear a face mask
- Disinfection of touchable surfaces in public areas on a regular basis
- We provide hand disinfectants, wipes and face masks for guests
- Usage of disinfectant cleansing material
- Optional contactless payment by up front bank transfer
- Bread roll service respectively optimized organization of the breakfast area (Nonas b&b)

TIPS: Best to reserve ski passes and equipment online prior to arrival and to activate the Galtür app.

### CANCELLATION RULES:

Free of charge up to 2 weeks before arrival.  
90% up to 1 day before arrival  
No show: 100% of the total booking amount.



## MOUNTAIN RAILWAY & INFRASTRUCTURE:

Actual information: <https://www.galtuer.com/de/Active/Active-Winter/Winter-2020-21-COVID-19>

## WHAT WE DO TO PROTECT YOU AND YOUR HEALTH

- **Information signs:** Information columns and signs point out our Covid-19 compliance guidelines at the access points to our transportation facilities and in the cable car cabins.
- **Multifunctional scarf:** When buying a ski pass, we will give you a multifunctional scarf at no cost, which can be used as a filtering facepiece (FFP). Wearing a filtering facepiece is mandatory in the areas with corresponding signs (also see below).
- **Hand sanitary:** At our cable car facilities we have installed sufficient hand disinfection facilities for you.
- **Ski ticket online:** To avoid long waiting times and close contact to other people you can already buy your skipass online before arrival. More information on: <https://www.galtuer.com/en/Booking/Buy-ski-tickets-online> and for further information we are available by telephone (+43 5443 8344) during our operating hours.
- **Galtür-App:** On request, you can get the latest information via the messaging tool of the Galtür app.

## CABLE CARS & SKI BUSES

- **Limited number of persons:** A reduction of the highest number of persons allowed in the cable car cabins or the chairlifts is not legally mandatory. Permitted capacities will, however, not be fully utilised if the ridership is accordingly low. In cable car cabins and when riding on chairlifts and lifts, wearing FFPs is mandatory.
- **Disinfection of the cable car cabins:** All cable car cabins (Alpkogel- & Breitspitzbahn) are disinfected by us several times a day. When doing so, we apply a long-lasting mist of fine droplets, using special cold fogging devices. Within one minute, this eliminates 99.99% of viruses, bacteria and spores on the treated surfaces. The active ingredient does not leave behind any residue after usage, is 100% biodegradable, non-toxic, pH-neutral as well as skin- and eye-friendly.
- **Surface- and room air disinfection:** In ski buses as well as in the first aid station in the ski area, but also in our toilet facilities, surface / room air disinfection measures are also carried out daily. Here we also rely on disinfection using the aforementioned ULV-cold fogging machines.
- **Cleaning:** The Bergbahnen Silvretta Galtür are purposefully intensifying a number of cleaning activities. This applies, for example, to the cleaning and/or disinfection of the handrails, doorknobs and sanitary installations.
- **Limited number of persons:** We expressly reserve limiting the number of persons for the SILVAPARK Galtür.

## STAFF:

- **Covid-19-test:** All staff will be tested for Covid-19 before starting work for the first time. For those who are in contact with customers, occasion-related follow-up tests will take place, whereby ongoing testing opportunities are available.
- **FPP:** Staff who have contact with guests (cable car and rescue sections) are instructed to wear FFP.

## EVENTS:

- **Nightskiing:** The nightskiing will be happening due to the COVID-19 compliance
- We will try to hold selected events, such as the ski-demo shows of the ski school. More detailed information regarding this will be announced in time.