

Safe in your ski and winter vacation 2020/21

Let's look forward together to a safe and relaxing winter vacation.

Preparations are in full swing at Watles for the start of the winter season. The entire staff is working with great commitment to provide you with the maximum safe vacation experience through health protection measures. Our extensive area with the villages of Schluderns, Mals, Taufers i. M. and Glurns and the side valleys offers plenty of space for a complete winter experience. Spectacular landscape impressions, unrestricted freedom of movement and a deceleration for body and soul guarantee new energy in this unusual time.

The Upper Venosta Valley Vacation Area with the ski and adventure mountain Watles is surrounded by a breathtaking mountain landscape. The family-friendly ski area offers perfectly groomed wide slopes for enough freedom for all winter sports enthusiasts, tourers and snowshoe hikers.

Especially for the ski and adventure mountain Watles a strict safety and hygiene concept has been worked out, so that our employees and guests can spend their day with us in the area without any worries. Exercise in the fresh air is healthy and there is something for everyone in the upper venosta valley vacation area.

Safety is our top priority

In order to guarantee the highest level of safety, we have written common guidelines that are continuously adapted depending on the situation and necessity.

Our request to you: Each of us carries responsibility!

- For general protection, we ask you to follow **these simple basic rules**: Halten Sie genügend Abstand
- Respiratory protection is required in the following locations:
 - in the ski buses and at the bus stops
 - at the ski pass sales point
 - in the entrance area of the lifts
 - during the ride in the chairlift
 - in cabins / restaurants (except at the table)
 - in ski rentals/depots/ski school offices
- Regular hand washing and disinfection
- Properly recycle used protective masks
- Cashless payment
- Avoid rush hours
- Leave the house only healthy
- Show personal responsibility



Lifts

The ski and adventure mountain Watles offers its daily 18 perfectly groomed kilometers of slopes. These are served by two 4-seater chairlifts and one lift. All lifts are regularly disinfected to ensure safe transport.

The ski equipment with gloves, helmet and ski mask perfectly complies with the safety requirements and contributes in the best possible way to your personal protection.

- Compliance and control, and ongoing adjustment of measures
- Keeping the minimum distance (protection of the respiratory tract if the distance of 1 meter cannot be kept)
- Consider distance markings in the checkout area
- Protective devices between customers and sales staff
- Reduced transport capacity in the chairlifts to max. 80 % of capacity
- Protection of the respiratory tract by means of a surgical mask or a certified tubular scarf mandatory for passengers on chairlifts
- periodic disinfection of chairlifts & lifts
- It is not allowed to close the hoods on chairlifts during the ride
- Employees wear the respiratory protection required by law
- Instructions on the current COVID19 regulations
- Control and information by our specially trained employees
- Enough hand disinfectants are at your disposal

The **Cross Country Nordic Center Schlinig** near Watles is a top spot for cross-country skiers and biathletes. The 15 km long circuit is suitable for both **classic** cross-country skiing and **skating**. The route of medium difficulty leads from Schlinig (1,726 m) to the Schliniger Alm and has a total difference in altitude of 230 meters.

The ski equipment with gloves, helmet and ski mask perfectly meets the safety requirements and contributes in the best possible way to your personal protection.

- Compliance and control and ongoing adjustment of the measures
- Observance of the minimum distance (protection of the respiratory tract if the distance of 1 meter cannot be maintained)

- Protection of the respiratory tract by means of a surgical mask or a certified tubular scarf mandatory for passengers on chairlifts
- Instructions on the current COVID19 regulations
- Enough hand disinfectants are at your disposal

Accommodation establishments

The Upper Venosta Valley Vacation Area offers a colorful selection of different establishments in its various communities. Also our accommodation establishments participate in our safety and hygiene concept and have prepared very well for the winter season.

- All accommodation establishments have the possibility to test their staff every 14. days in a test laboratory, organized by the Upper Venosta Valley Vacation Area. Inform yourself directly at your accommodation.
- In case of a necessary test before departure or in case of suspicion, the Upper Venosta Valley Vacation Area organizes in cooperation with local doctors quick and easy antigen tests with getting the result within approx. 15 min. For further information call +39 0473 831 190.
- Employees comply with the measures prescribed by law
- Compliance and control and ongoing adaptation of hygiene standards
- legally required respiratory protection for employees & guests
- Keeping the distance rules
- Disinfection dispensers in public areas
- Daily cleaning and disinfection of public areas
- Establishments have a Covid-19 emergency kit as required by law (surgical mask, disposable gloves, disinfectant wipes, disinfectant, etc.).
- The accommodations have a direct contact with the South Tyrolean Sanitary Service through a reserved telephone number
- Flexible cancellation terms in case of a ski area closure and/or a government imposed travel ban.

Gastronomy - restaurants, cottages

In the restaurants, attention is paid to the officially mandated minimum distances between tables and seats, and corresponding structural measures have been implemented. The corresponding hygiene measures are adapted to the respective regulations at all times.

- Employees comply with the measures prescribed by law
- Compliance and control and ongoing adaptation of hygiene standards
- Employees wear the respiratory protection required by law
- Compliance with minimum distances and/or installation of separating devices
- Disinfection dispenser at the entrance
- In the restaurants, a mouth-nose protection must be worn on the way to and from the table as well as in the toilet facilities.
- Protection of the respiratory tract is not necessary at the table or during meals
- Tables and service areas are continuously disinfected
- Daily cleaning and disinfection of all public areas
- If possible, input and output controlled by separate paths
- Table reservation are recommended

- Our employees are tested for Covid-19 before they start work for the first time. For those in customer contact, follow-up testing is conducted on an as-needed basis, with an ongoing testing option.

Mobility - buses and ski buses

Our free ski bus will also take you to your destination in the winter of 2020/2021 from the surrounding communities in a comfortable and environmentally friendly way.

In order to also guarantee the safest possible journey, the following measures will be implemented:

- Respiratory protection for bus drivers with customer contact
- Daily health check of the bus drivers
- Regular disinfection of the buses
- All passengers must wear mouth and nose protection. We recommend that you also wear this when you are at the bus stop.
- Reduction of the transport capacity according to legal regulation
- Link to [the timetable of the ski bus](#)

Ski rental and ski school

Our highly qualified ski school has developed its own concept together with the chamber of Ski Instructors of South Tyrol. Very close to their hearts is the care of the youngest skiers and ski beginners, so that also this year our children can learn to ski carefree.

General topics:

- All ski schools in South Tyrol maintain the same standards.

Offices/Registration Points::

- Disinfection facilities are available for the customers
- sqm/per person, as provided in the trade, are respected (5 sqm per person / staff is not counted).
- no tables / places for clients to stay in the offices
- Mouth and nose masks for employees
- Mouth-nose masks for customers can be purchased at cost price
- Distance lines on the floor are attached
- Daily disinfection of the offices
- Keeping a contact list, which will be deleted 2 weeks after the end of the course; always with reference to the individual instructor who taught the group.

Employees (ski instructors, support staff in the children's park, office staff, other employees):

- Taking fever for all employees at the start of work (or self-declaration that fever was taken at home).
- Information on COVID at the occupational safety training course
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Guests:

- Communication via homepage and directly on site
- Group size: depending on the requirements of the legislation
- Notice to customers already at the time of enrollment that mouth/nose protection is a must wherever the minimum distance cannot be kept
- Assembly point / classification: distance, mouth/nose protection

- Instruction as directed, teaching plan, spacing, mouth/nose protection.
- Ski length conditions automatically: the prescribed distance is observed!
- Lifts: you have to follow the guidelines of the lifts
- Winners awards: group by group, no more joint award ceremony for all participating children, distance, mouth-nose protection mask.
- Video analysis: distance; mouth-nose protection
- Refund of the deposit, or the entire course payment, if the course cannot be attended due to a positive Covid19 test.
- In case of illness, after presentation of a medical certificate: refund of course hours not enjoyed but already paid for.

Kindergarten / All Day Courses

- Regulations of tourist establishments concerning toilets and catering are observed according to the current standards
- if catering is provided directly by the ski school: adapted to the state government's cafeteria rules for kindergartens and schools
- Ski school follows the general hygiene rules (disinfection facilities, compliance with minimum distances, etc.)
- Employees are informed about all prevention measures.

Rent & Depot

Safety regulations also apply to the various ski rentals with us in the area. Despite the safety regulations, the best possible advice and excellent service will be possible with the latest top equipment.

- Compliance with minimum distances and density of people according to legal regulations
- Obligation to protect the respiratory system for employees and customers
- Protective devices between customers and sales staff
- Sufficient disinfection dispenser
- Every loan is recorded by the staff members.
- All ski equipment is disinfected after each return
- Enough natural ventilation of the rooms
- Daily and regular disinfection of the premises, work surfaces, equipment, etc.
- Online booking of winter sports equipment (linking with online rental: <http://www.sport-ziernheld.com/rental.html>)

Apres Ski

Après-ski will take place somewhat differently than usual in winter 2020/21. Drinks and food may only be consumed while seated, both indoors and outdoors. Crowded standing or dancing is thus avoided. Musical entertainment is planned in the form of background music. Nothing stands in the way of a cozy get-together to review the ski day with family and friends, a good bottle of wine or a refreshing beer still tastes good.

Information offices in the towns

In our offices in Mals and Burgeis you will receive as usual the best advice from our competent staff. We are already looking forward to welcoming you also this winter in the Upper Venosta Valley Vacation Area.

- Keeping the minimum distances and the density of people according to the legal regulations.
- Obligation to protect the respiratory system for employees and customers
- Protective devices between customers and employees
- Disinfection dispenser at the entrance for the interior switches
- Enough natural ventilation of the rooms
- Daily and regular disinfection of the rooms
- Information options by phone and email

Safety standards for group travel

Well knowing that in winter 2020/21 many of our regular groups, some of whom have been coming to us for more than 30 years, will not be allowed to travel, mainly due to legal restrictions, we have taken additional measures for our group travelers to those already mentioned above.

The same rules of behavior as already noted above apply to all areas. In addition, there is the following important information for our groups:

- Lift & Ski passes
 - In the office of the Touristik & Freizeit GmbH the group passes can already be pre-registered by email (info@watles.net or +39 0473 831190)
 - The group leaders will pick up the ski passes at the ticket counters upon registration.
- Accommodation establishments
 - Group members are accommodated according to the legal requirements
 - If necessary, dinner and breakfast are arranged in turns
- Gastronomy - restaurants, huts
 - Please arrange with your hut in advance a time slot in which you would like to eat with your group.
 - For reservations or information about the individual huts you can always contact our office at the valley station .
- Mobility - buses and ski buses
 - Public transport continues this winter - attention to the current regulations
 - The ski bus runs also this winter
 - The buses are regularly disinfected
- Rental & Depot
 - Groups must pre-register at the ski rental shop and make an appointment

Alternative winter sports

In addition to active skiing, whether on or off the slopes, there are countless other offers for alternative winter sports in the Upper Venosta Valley. Tobogganing, ice skating, snowshoeing, ski touring, cross-country skiing - all this takes place in the open air and can therefore be used individually without special safety precautions.

A five-member expert commission monitors the course of corona infections. Current figures on corona virus in South Tyrol can be found on the website of the South Tyrolean provincial administration. The data are continuously updated by the South Tyrolean Sanitary Service and the Agency for Civil Protection.

For guest information not related to medical or organizational issues, the following number is active: South Tyrol Information Tel. +39 0471 999 999 (opening hours: from Monday to Friday: 9:00 - 12:30 and 14:00 - 18:00. Saturday: 9:30 - 12:30 and 14:00 - 18:00).

For callers from Italy who have medical and organizational questions: The Green Number 800751751 is available daily between 8:00 and 20:00.

In addition, here you can find in detail the applied security measures of the South Tyrolean provincial administration (according to provincial law and in constant update)

The safety & hygiene concept is updated continuously.

Subject to change without notice.

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