

COVID-19 Code of Conduct Zillertaler Cable Cars

Summer Season 2021

Dear mountain enthusiasts!

The last months have been shaped by big changes - COVID-19 affects our lives everywhere in the world. Safety and the personal health of each individual are the highest good and the focus of attention for our cable car companies. We build on the regulations of the Austrian Federal Government, which provide for a range of measures to protect all guests and employees.

The cable car operators must ensure that their guests are always informed about the current regulations. We comply with this requirement by means of signs, pictograms, tapes, barriers, partition grids, security personnel or other suitable measures.

There is an **obligation to wear an FFP2 mask in all closed areas and when travelling by cable car**, as § 1 COVID-19-ÖV defines the mask as a "respiratory protection mask of protection class FFP2 (FFP2 mask) without an exhalation valve or a mask with at least an equivalent standard".

- Persons from the same household must also wear an FFP2 mask when travelling in enclosed means of transport.
- Children up to the age of 6 are generally exempt from the obligation to wear a mouth-nose protection.
- Children up to the age of 14 are exempt from the obligation to wear an FFP2 mask. However, they must wear other tight-fitting mechanical protection covering the mouth and nose area (commercially available medical respirator, hose scarf or similar)

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 by maintaining a sufficient safety distance.

Zillertal cable car general information and organizational measures to ensure a safe and relaxing vacation:

- **Signposting:**

The signposts point out our Code of Conduct. Please follow it in the interest of all our safety.

- **Organised queuing areas:**

We organise the queuing areas independently of the current legal requirements in such a way that groups of people standing close together are avoided as far as possible. Please keep 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.

- **Number of persons:**

There are no restrictions on the possible transport capacity in closed means of transport, so all cable car systems can be used to full capacity. However, depending on the number of guests, attempts are made not to exhaust the transport capacity - especially in the case of large cabins - in order to offer our guests more space.

- **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 and first aid rooms.

- **Cable car employees**

Employees in direct contact with guests are instructed to wear an FFP2 mask in closed rooms for mutual protection, unless the risk of infection is minimized by other suitable protective measures.

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 get up the mountain and back to your accommodation in a relaxed manner. You can also return to the valley station in off-peak times.



Wear a mouth and nose protection (MNP):

Please always carry a mouth and nose protection with you and use it if the prescribed minimum distance to other people cannot be maintained.

Wearing an MNP is compulsory in all closed areas and when using our cable cars and chairlifts from the age of 6.

Only FFP2 masks without an exhalation valve or a mask with at least an equivalent standard are considered MNPs in the cable car cabins and on lift chairs with weather protection bonnets.

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- Children up to the age of 14 are exempt from the obligation to wear an FFP2 mask. However, they must wear other tight-fitting mechanical protection covering the mouth and nose area (commercially available medical respirator, hose scarf or similar)
- In open transport vehicles (drag lifts, lift chairs without weather protection bonnets) as well as in the open entrance and exit areas of facilities there is no mask required.



Keep your distance

Please keep sufficient distance from strangers.



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 ticket ONLINE or at the vending machine

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



Only head up the mountain if you're 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 holiday in the Zillertal mountains!

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: 15th of September 2021)