

## Introduction

Dear visitors and guests of the Mölltaler Gletscher,

we warmly welcome you to our ski area. We value your passion for winter sports and outdoor adventures. That is why the safety of our customers is our top priority. We pay particular attention to developments in the current situation. For us, it is important to implement particularly preventive measures in our ski area. For your well-being and ours. The season 2021/22 brings challenges, but with cooperation these obstacles can be overcome.

The health authority of the Austrian Republic provides certain guidelines and requirements for the ski area. Despite the requirements, we are determined to give you an unforgettable experience at over 3000m above sea level. In this short but informative guide, we clear up the most important questions and give you a guide on how you can help protect yourself and others and still have fun here with us.

## General Information

With the 3rd COVID-19 regulation, which came into force on January 25th, the following security measures result. These measures remain valid even after the easing of the 19<sup>th</sup> of May:

- **A minimum distance of 2 m must be maintained for cable cars.**

The 2m distance applies everywhere and must be adhered to as soon as you enter the ski area. That means: the current distance regulation comes into force from the cash desk area at the valley station. To make it easier for you, we have placed clearly visible signs and security personnel in the ski area, which point out the regulations. We have also built corridors with dividers around the waiting area of transportation, checkout areas and turnstiles to ensure maximum security. We are also aware that the distance cannot always be maintained. Here is an important clause that comes into force which makes it possible to deviate from the prescribed distance:

***„...if it is not possible to keep the distance of at least 2m due to the number of passengers and during boarding and alighting, it is possible to deviate from the prescribed distance. “***



- **Capacity of transportation is down to 50%.**

The capacity restriction is valid for gondolas, lifts with weather shelters and the Stollenbahn. You can find more detailed capacities in the subsection "Transportation capacities". This regulation can be deviated from, if only persons from the same household are in the means of transport.

**f.e.:**

***„A gondola with a normal capacity of 4 persons may be used by a family of four living in the same household. Persons who do not live in the same household may ride the gondola in pairs (2 persons) at the most. “***

- **General mask-requirement in the ski area**

Regarding FFP2 masks, the regulation remains unchanged. While using transportation (gondolas, cabins, chairlifts with weather protection hoods) and in enclosed access areas, a protection mask of protection class FFP2 (FFP2 mask) must be worn.

- T-bar lifts and chair lifts without a weather protection hood are exempt from the FFP2 obligation. A mouth-nose protection is sufficient.
- FFP2 masks are not to be worn in open-air hiring areas, but in any case, a mouth/nose protection must be worn. Covered access areas that are open on the sides are not considered to be enclosed access areas.
- Children up to the age of 6 are exempt from the obligation to wear mouth/nose protection.
- Children up to the age of 14 are exempt from the requirement to wear an FFP2 mask. They must nevertheless wear mouth-nose protection.
- People from the same household must wear an FFP2 mask during transport in closed vehicles and chairlifts with a weather protection hood.

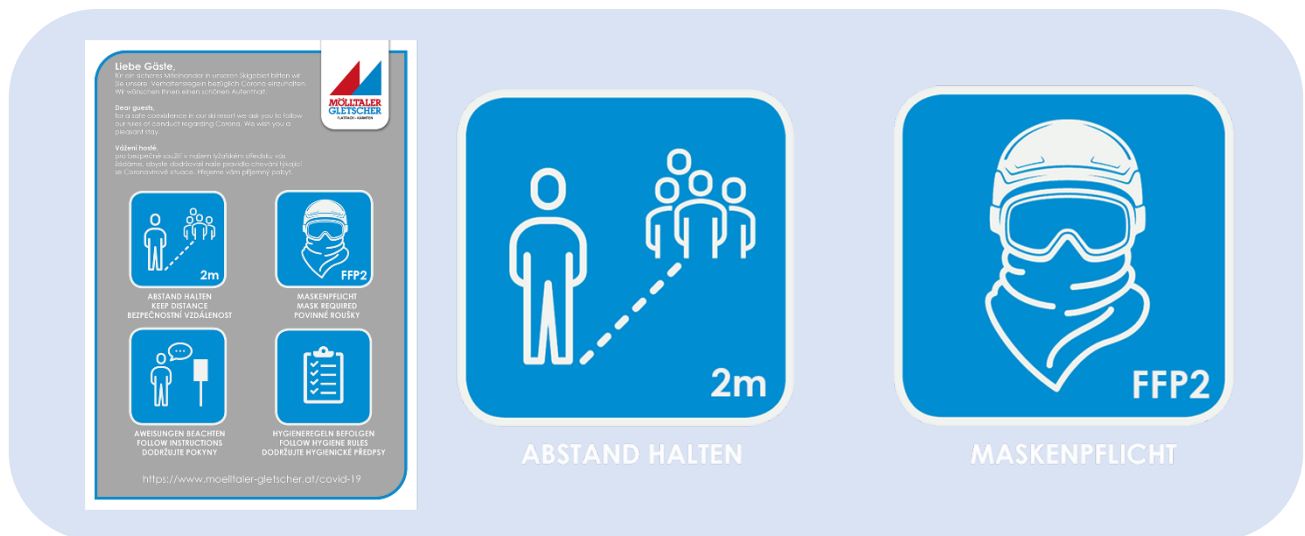


## Organizational measures at the Mölltaler Gletscher

As already mentioned, we have also already taken the necessary measures to ensure a safe ski season.

- **Signs, info-points and acoustic announcements**

Signs in the cashdesk area draw attention to a wide range of regulations. The signs are clearly visible and are additionally highlighted with information posters regarding the regulations. The signs and information posters are placed throughout the ski area. In addition, safety announcements are made at the entrance to the Stollenbahn and during the ride.



- **Waiting areas and corridors**

All queuing areas (turnstile area, lifts, Stollenbahn, cash desk) have been provided with barrier grids or similar corridors. Although they are not required by law, they provide a good basis for maintaining the distance regulations.

- **Security personnel and cable car staff**

In addition to the corridors and the signage, we also have safety personnel who make our guests aware of the necessary distance and the mask requirement. In addition, the cable car staff regulates the capacity of the means of transport. The staff is also regularly tested for Covid-19 and wears FFP2 masks in case of direct contact.

- **Hygiene and disinfection measures**

All means of transport are regularly disinfected and ventilated to reduce any possible risk of infection. Likewise, any primary contact areas (sanitary facilities, etc.) are also disinfected. For our guests, we have set up several disinfection dispensers in the ski area and offer FFP2 masks for purchase for 1€ directly at the cash desk.



## Behavior in the ski area

This subsection explains exactly how you, as a visitor of the Mölltal Gletscher, can help us create a safe environment for yourself and other guests of the ski area.

- **Behavior at the cash desk**

In principle, the distance and mask regulations already apply in the cash desk area. If you do not have an FFP2 mask, you can purchase one directly at the cash desk for 1€. In addition, we have set up corridors with barriers to reduce the risk of infection. Likewise, the cable car staff draws attention to the necessary distance and the correct wearing of the mask.

Once at the cash desk area, there are 2 corridors. One leads directly to the Stollenbahn, while the other leads to the individual ticket offices. If you already have a ticket for the Stollenbahn, you can go straight to the Stollenbahn. It is recommended to purchase a ticket online, at [www.gopass.com](http://www.gopass.com), in advance. This avoids the waiting time in the ticket office and reduces the risk of infection.



With the Gopass ticket you can safely and securely purchase a ticket for the Mölltal Glacier in advance. Conveniently and without risk from home. More information at [www.gopass.com](http://www.gopass.com) or on our homepage [www.moelltaler-gletscher.at](http://www.moelltaler-gletscher.at).

- **Behavior at the Stollenbahn**

Since the Stollenbahn is limited to a capacity of 50%, there may well be waiting times. The cable car personnel make sure that our guests have sufficient distance to others in the waiting area in front of the Stollenbahn. The FFP2 mask requirement and the distance regulation also apply here in the waiting area in front of the Stollenbahn.

During the ride and when boarding or exiting, the distance regulation is temporarily suspended due to the number of people. However, masks are still required during the ride and when entering and exiting the lift. We would like to inform you that the cable car and the turnstiles are regularly disinfected by our cable car staff.



- **Behavior at the gondola**

Arriving at the middle station, you move through a corridor to the entrance of the gondola lift. Here, too, there are enough cable car personnel to regulate the flow of people. Waiting time is also to be expected here, as the gondolas also have a capacity of 50%. It is pointed out that masks are required and that there is a distance between them. The gondolas are regularly ventilated and disinfected.

- **Behavior at the different lifts**

The lifts in our ski area also have a capacity limitation of 50%. During the waiting time in the created corridors, the distance regulation must be adhered to. During the ride, depending on the type of lift, it is possible to deviate from the FFP2 mask requirement. If the lift is equipped with a weather protection hood, the FFP2 mask obligation remains valid. If this is not the case, for example in the case of a t-bar lift, the mask requirement and the capacity restriction may be deviated from. The distance rule does not apply during the ride and when entering and exiting the lift.

- **Behavior at the gastronomy area**

During a stop at our restaurant Eisseer are several rules to be adhered to. It is compulsory for every visitor to show the following documents or tests to enter the restaurant.

- A negative test
  - Self-test & rapid test are valid for 24h (with online solution)
  - Antigen test is valid for 48h
  - PCR test is valid for 72h
- Confirmation of recovery
  - Valid for 6 months from the date of recovery (segregation decision)
- Vaccination certificate (vaccination card)
  - Valid for 1 year from 22 days after the first vaccination.

In the absence of such a test or document, a visitor may stay on the premises for a maximum of 15 minutes and consumption is prohibited. The sanitary facilities are excluded and may be used while wearing an FFP2 mask. It is also necessary to register when visiting the restaurant. This is done using the QR code of the MyVisit app from the province of Carinthia. The QR codes are located in the gondolas, at the entrance to the restaurant and at the tables.

FFP2 masks are mandatory in the entire restaurant. The mask may only be removed at the assigned seat. The maximum number of people per table is also fixed. Indoor, a maximum of 4 adults (+children) from 2 different families are allowed to sit together. Outdoor 10 persons (+children) are allowed to sit together.



Consumption may only be done sitting down and is not allowed directly at the serving point (bar, etc.). The self-service buffet of the Restaurant Eissee is operated normally under hygiene conditions.

All employees with direct customer contact wear FFP2 masks. However, this rule may be deviated from if the employee already has a vaccination or is tested regularly. The use of a mouth-nose protection is therefore permitted.

In addition, the Eissee restaurant has a COVID officer who ensures that the above regulations are adhered to by staff and guests. Like any other restaurant, we also have a prevention concept to provide additional safety.

## Transportation capacities

Here you can see exactly what capacity currently exists in the means of transport. We also mentioned the individual regulations again.

Name	Art	Kapazität	Regelungen
Gletscher Express	Stollenbahn	120 persons regular 240	<b>Before ride:</b> <ul style="list-style-type: none"> <li>• Corridor</li> <li>• Keep distance</li> <li>• Mask required</li> </ul> <b>During ride:</b> <ul style="list-style-type: none"> <li>• Mask required</li> </ul>
Gondelbahn Eissee	Gondola	3 persons regular 6	<b>Before ride:</b> <ul style="list-style-type: none"> <li>• Corridor</li> <li>• Keep distance</li> <li>• Mask required</li> </ul> <b>During ride:</b> <ul style="list-style-type: none"> <li>• Mask required</li> </ul>
Gletscher Jet	6-Seater chairlift	3 persons regular 6	<b>Before ride:</b> <ul style="list-style-type: none"> <li>• Corridor</li> <li>• Keep distance</li> </ul> <b>During ride:</b> <ul style="list-style-type: none"> <li>• Mask required</li> </ul>
3000er Bahn	2-Seater chairlift	2 persons	<b>Before ride:</b> <ul style="list-style-type: none"> <li>• Corridor</li> <li>• Keep distance</li> </ul> <b>During ride:</b> <ul style="list-style-type: none"> <li>• No restriction</li> </ul>

