

Protective measures in place across Austrian ski regions

Information Winter 2020/2021

1. Overview

Across Austria, the health and safety of residents and visitors is the top priority for the upcoming winter season. The tourism industry has been working tirelessly to ensure that all possible protective procedures are in place on both a national and regional level.

At the beginning of June, the Austrian Federal Government announced the introduction of regular, nationwide COVID-19 testing for travel sector employees.

To assist the efforts of the government and the tourism industry to prevent the spread of COVID-19, visitors are asked to make note of and observe Austria's national guidelines before, during and after their trip. There are also national measures in place for situations including catering and après-ski, as in cable cars, ski schools and at Christmas markets.

In addition to the national measures, individual ski regions are introducing further procedures and guidelines to promote the health, safety and security of their visitors.

2. COVID-19 Testing in the Tourism Sector

Earlier this year, Austria became one of the first countries to implement nationwide COVID-19 testing for travel and tourism industry employees. The first phase of testing began in designated trial regions on 29th May, scaling up to the goal of regular tests for 65,000 sector employees by July 2020. More than 230,000 tests have been carried out to date. For the winter season, the testing will be expanded to include catering service employees, ski instructors and tourist guides.

Participating service providers received clearly visible labelling to indicate that all employees are provided with regular tests. The costs of testing are covered by the federal government and are part of a broader screening strategy.

3. National Guidelines for Guests

Before arriving in Austria	<ul style="list-style-type: none">• Do not travel if you are ill or come into contact with suspected or confirmed cases• Check the information about entry requirements, which can be found via https://reopen.europa.eu and https://www.bmk.gov.at• Check the Information about Austria's current rules of conduct at https://www.sozialministerium.at
During your trip to Austria	<ul style="list-style-type: none">• Maintain a minimum distance of 1m from others and avoid group gatherings• Follow the rules regarding face masks• It is mandatory to wear face masks in the following spaces:

	<ul style="list-style-type: none"> ○ Public transport, taxis, cable cars, coaches, the indoor areas of boats ○ Pharmacies and hospitals ○ Shops, banks and post offices ○ Indoor events ○ Whenever a distance of 1m from others cannot be maintained ● Wash your hands thoroughly and frequently, and avoid handshakes ● Sneeze or cough into a tissue or your elbow ● Keep a contact diary using, for example, the Stopp Corona App ● If you start to feel unwell: <ul style="list-style-type: none"> ○ Stay in your room or accommodation ○ Contact the 1450 health hotline ○ You must give advance notice before going to a hospital or a doctor's office ○ Make note of the people with whom you have come into contact
After your time in Austria	<ul style="list-style-type: none"> ● Contact the relevant authorities if symptoms of COVID-19 appear following your visit

4. Additional national measures for the winter season

Après-Ski	<ul style="list-style-type: none"> ● Maintain a minimum distance of 1m between groups of visitors ● Fixed seating must be used in both indoor and outdoor spaces, as opposed to standing. ● As potential sources of infection, singing, dancing and standing close together are not permitted.
Catering	<ul style="list-style-type: none"> ● Maximum of 10 people per group. Children do not count towards the maximum number. ● Maintain a minimum distance of 1m between groups of visitors in restaurants and bars. ● Opening and closing times are restricted to between 5am – 1am the next day.

	<ul style="list-style-type: none"> • In the states of SalzburgerLand, Tirol and Vorarlberg, there is a closing curfew of 10pm. • Do not consume food or drink at the point of purchase such as the till or bar. • In enclosed spaces, food and drink must be consumed only when seated in the designated areas. • Mouth and nose protection is mandatory for staff and customers in closed areas. This should only be removed when seated at one's table.
Cable Cars	<ul style="list-style-type: none"> • Take care to maintain a 1m distance from others, especially while queueing. • In the enclosed areas of cable car stations, and in the cable car carriages themselves, mouth and nose protection must be worn. • All employees with customer contact must wear mouth and nose protection.
Ski Schools	<ul style="list-style-type: none"> • The Austrian Ski School Association has devised recommendations with the Federal Ministry of Health. • There is a maximum of 10 people, including the ski instructor, per group. • Snow sports instructors travelling from aboard must present the school owner with a PCR test on arrival. • A face mask is to be worn where It is not possible to maintain a minimum distance of 1m, such as when assisting after a fall. • Rental equipment is regularly disinfected.
Christmas Markets	<ul style="list-style-type: none"> • The number of visitors will be monitored and regulated in order to ensure that social distancing can be observed. • Spacing measures such as distances between stands are in place. • Safety and hygiene measures must be followed by operators, employees and visitors.

5. Regional Measures: Ischgl

<p>Testing</p>	<ul style="list-style-type: none"> • It is recommended that guests present a negative test result no older than 72 hours upon check in. Guests unable to present a test result will be given the option to take a test on site. Temperature will be measured upon check in, and a short questionnaire must be completed. • It is mandatory that persons employed by the region's cable car companies present a recent negative test result or undergo on-site testing upon commencing work. Regular testing is also provided.
<p>Face Masks</p>	<ul style="list-style-type: none"> • All ski pass purchases are accompanied by free multifunctioning scarf, which can be used as a FFP (filtering facepiece) in mask-mandatory areas.
<p>Sanitisation</p>	<ul style="list-style-type: none"> • Disinfection stations with hand sanitizer have been installed in cable car facilities and mountain restaurants. • All cable cars are meticulously disinfected several times a day. Long-lasting mists are applied by ULV cold fogging devices, which eliminate 99.99% of viruses, bacteria and spores on surfaces. The active ingredient does not leave residue, is 100% biodegradable, non-toxic, pH-neutral and friendly to skin and eyes. • ULV cold fogging devices are also used in the regular disinfection of ski buses, first aid stations, WCs and lifts. • General cleaning activities have been increased. Surfaces such as tables, bar areas, handrails, doorknobs and sanitary installations will be disinfected more frequently.
<p>Restaurants and Bars</p>	<ul style="list-style-type: none"> • In mountain restaurants, table and seats have been arranged in observation of social distancing, with partition installed in seated areas. • All food and drink menus will be provided in digital form, to be accessed using the region's app (the Kappl App, iSki Ischgl or mySamnaun App) or via QR-code.

	<ul style="list-style-type: none"> • Traditional après-ski will not be a part of the 2020/21 winter season, and events such as November's 'Top of the Mountain' Opening Concert will not take place this year. • Live music will not be performed inside restaurants or bars.
Capacity Limits and Queuing	<ul style="list-style-type: none"> • The right is reserved to limit the capacity of people accessing the ski region. This is also the case for the number of persons per gondola and in culinary establishments. • Queues will be arranged so as to facilitate social distancing.

6. Regional Measures: Stubai Glacier (Innsbruck)

Testing	<ul style="list-style-type: none"> • Employees of the Stubai Gletscherbahnen are tested for COVID-19 on a regular basis.
Sanitisation	<ul style="list-style-type: none"> • The cable cars will be disinfected frequently and thoroughly. • Plentiful disinfectant dispensers have been installed in all restaurants. • In gondolas and buildings, care is taken to provide adequate ventilation and the intervals in between cleaning have been reduced.
Restaurants and Bars	<ul style="list-style-type: none"> • Tourists and residents are asked to visit restaurants outside of peak hours (before 12pm and after 1.30pm). • During the winter 2020/21 season, the Schneekristall Pavillon will open as a seated day bar with table service, forgoing an après-ski atmosphere.
Transport	<ul style="list-style-type: none"> • Additional ski buses will be provided alongside the usual schedule in the valley.

Capacity Limits And Queuing	<ul style="list-style-type: none"> • Visitors should take note of the capacity tracker on the Stubai Glacier's website. It indicates the levels of persons already active within in the ski area. • Queues will be organised so as to facilitate social distancing.
Purchases	<ul style="list-style-type: none"> • Visitors are asked to purchase ski passes online to avoid queuing at ticket offices. • Visitors are asked to pay with contactless at ticket offices, in shops and in restaurants.

7. Regional Measures: Sölden

Accommodation	<ul style="list-style-type: none"> • Visitors are asked to inform their accommodation provider as to their approximate time of arrival in advance, so as to prevent queues at reception desks. • Visitors should provide hosts with the necessary personal information prior to arrival.
Restaurants and Bars	<ul style="list-style-type: none"> • Items subject to repeated use, such as spices and condiments, will not be placed on tables. When needed, these will be brought on request by a staff member, who will clean and disinfect the objects immediately after each use.
Purchases	<ul style="list-style-type: none"> • Payment should be cashless wherever possible.

8. Regional Measures: SkiWelt Wilder Kaiser Brixental

Testing	<ul style="list-style-type: none"> • Employees of region's cable car companies have received COVID-19 testing.
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Transport	<ul style="list-style-type: none"> • An increased number of gondolas and chairlifts are in use. • Spacious parking areas are available for guests free of charge near the cable car stations.
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9. Regional Measures: Hintertux Glacier

Sanitisation	<ul style="list-style-type: none"> • Disinfectant is available at the lift stations, in restaurants and in WCs. • Cable cars are disinfected on a regular basis.
Transport	<ul style="list-style-type: none"> • Additional ski buses have been added to the timetable to reduce the number of passengers per vehicle. • Weather permitting, open cable car windows to ensure good ventilation.
Capacity Limits and Queuing	<ul style="list-style-type: none"> • Plenty of cash desks are open from which to buy ski passes in order to prevent queues. • In waiting areas by cash desks, valley stations and cable car stations, floor markers have been installed to aid social distancing.
Purchases	<ul style="list-style-type: none"> • Payment should be cashless wherever possible.

10. Regional Measures: Pitztal

Testing	<ul style="list-style-type: none"> • Cable car staff have their temperatures taken daily before work.
Sanitisation	<ul style="list-style-type: none"> • The Gletscherexpress, gondola cabins, sanitary facilities and first aid stations are disinfected daily with cold fogging devices.
Purchases	<ul style="list-style-type: none"> • Payment should be cashless wherever possible.

11. Regional Measures: Ski Juwel Alpbachtal Wildschönau

Testing	<ul style="list-style-type: none"> • Staff have their temperatures taken daily before work.
Sanitisation	<ul style="list-style-type: none"> • Gondola cabins are regularly disinfected using cold atomization or micro dry steam processes. • Gondola windows should remain open for ventilation.
Transport	<ul style="list-style-type: none"> • At peak times, additional ski buses will be scheduled.
Purchases	<ul style="list-style-type: none"> • Payment should be cashless wherever possible.

12. Regional Measures: Serfaus Fiss Ladis

Sanitisation	<ul style="list-style-type: none"> • All gondolas and the Serfaus Underground are disinfected daily with cold nebulizers. A cold fog produces long-lasting, floating droplets, which eliminate 99.99% of all viruses, bacteria and spores on surfaces. The active ingredient leaves no residue, is non-toxic, pH-neutral, skin and eye-friendly and 100% biodegradable. • The Kindergarten is thoroughly disinfected every hour.
Capacity Limits And Queuing	<ul style="list-style-type: none"> • In order to prevent crowds from forming, the ski school meeting points are being expanded. • More staggered starting times are in place at ski schools. • The Kindergarten for children over the age of three months is available in Fiss only, and requires registration the day before. There is currently no Kindergarten offering for children over the age of three years in Serfaus.
Purchases	<ul style="list-style-type: none"> • Book and pay online for services such as ski schools where possible.

13. Regional Measures: Kaunertal Glacier

Testing	<ul style="list-style-type: none">• Cable car staff have their temperatures taken daily before work.
Sanitisation	<ul style="list-style-type: none">• Cable car carriages, WCs and first aid stations are disinfected daily with cold fogging devices.
Capacity Limits And Queuing	<ul style="list-style-type: none">• Floor markings have been installed to help facilitate social distancing in queuing areas.

Please check back for further updates and announcements. If you have any questions or would like further information, please contact eleanor.moody@austria.info. Visit press.austria.info to sign up to the Austrian National Tourist Office's media newsletter or browse recent press releases.



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