



Sand in Taufers
Campo Tures

Skiverleihe
Noleggi sci
Ski rental service



Skischulen, scuole sci, ski schools
Klausberg & Speikboden

SERBUS
moving you



To organisers and contact persons
of group and youth tours
(class tours, family tours,
sportclub tours, association tours)

Luttach / Ahrntal Valley, 14.08.2020

Security standards for group tours – winter 2020/2021

Dear organisers,

we understand that the planning for your next class or group tour brings maybe many questions and ambiguities, especially now hygiene and protection matters require special attention.

As specialists in the group and youth, class and association tours area we know the local requirements and pay, together with our partners, particular attention that all standards are respected and observed.

We decided planning in detail the rules and processes for the upcoming winter-tours 2020/2021.

With this letter we inform you gladly about the standards (worked out 14.08.2020 for the upcoming winter season), summarized to guarantee that your next holiday in the Ahrntal Valley is as sure and secure as possible.

We hope that the collaboration of all involved partners is successful and wish to welcome you as soon as possible here in the Ahrntal Valley.

For any questions you can contact your host.

Kind regards

The representatives

of the Tourist Association Ahrntal Valley and Sand in Taufers
of the Skiworld Ahrntal, Skiing Resorts Klausberg and Speikboden
of the Hotel Cooperation „Youth in action”
of the Transport Company Serbus based in Sand in Taufers
of the Hotel Association (HGV), Ahrntal Valley and Sand in Taufers
of the Ski Rental Services
of the Ski Schools Klausberg and Speikboden

Measures COVID-19

Security standards for group tours – winter 2020/2021

Area: hotel and accommodations

- All employees respect the legal rules.
- All hygienic standards are observed and certified thanks to periodical controls.
- All standards will be adapted to new laws and knowledge.
- All employees wear masks.
- Distance rules are respected. If the 1-meter-distance can't be respected, masks have to be worn.
- In all public areas, like reception, restaurant and halls you find disinfection-dispensers.
- Every accommodation has a Covid-emergency-package, regulated by law (surgical mask, one-use-gloves, one-use-coat, one-use-shoecover, disinfection liquid for surface-cleaning, one-use-bags for disposal of waste with biological risks).
- The accommodation for group members will be realised in order to the actual legal policies.
- Breakfast and dinner are offered by rotation, with the aim to avoid unnecessary contacts.
- The local health organisation (Südtiroler Sanitätsbetrieb) has organised, especially for hosts, a separate phone-number.
- In collaboration with the hotel association (HGV) it is possible, in a suspected case, to organise tests within 8 hours.
- The local health organisation (Südtiroler Sanitätsbetrieb) has an own experienced Corona-taskforce.
- Periodically realized tests for employees through the local health organisation (Südtiroler Sanitätsbetrieb) create a secure holiday-area.
- All accommodations have reserved rooms for an eventually needed isolation (15/1 room, 30/2 rooms).
- An eventually necessary return transport for a group member is guaranteed thanks to an agreement with the local health organisation (Südtiroler Sanitätsbetrieb).
- If an employee would be tested positively, he / she has the duty to stay at home.
- Right now, a self-testing-method is in development-stage (it means that employees can test themselves or under supervision).

Area: ski rental service

- Reservation required for all groups in order to avoid contacts with other groups or guests.
- All ski rental service employees wear mask.
- All group members have to wear mask.
- Disinfection-dispensers are located near to the entrance.
- Every single rent is registered.
- During the renting process can access to the ski rental service room maximum 10 persons at the same time. Other group members have to wait in front of the entrance door.
- The ski rental service rooms will be disinfected after every group.
- The complete equipment will be disinfected after every return.
- The entrance and exit are installed separately, where possible.
- Individual tourists will have a separate entrance and a separate room, where possible, in order to avoid unnecessary contacts.

Area: ski school

- The employees' health status will be controlled and registered every day.
- The ski school teachers will be tested regularly by the local health organisation (Südtiroler Sanitätsbetrieb).
- If the minimum distance (1 meter) can't be respected (for example in gondola), everyone has to wear a mask.
- It is a duty for everyone to carry a mask.

Area: mobility

- Bus drivers wear mask.
- By using the bus everyone has to wear a mask.
- Every group transfer or transport requires a reservation.
- The regular ski-bus-service is operating and if needed, will be organised additional busses.
- Maximal flexibility regarding transport for groups. If needed can be organised an individual group-transport.
- Busses are disinfected twice a day, if needed after every single tour.
- Periodical bus disinfection with Diosolgenerator.
- Daily health controls for bus drivers.

Area: gastronomy

- For lunch at the restaurants every group gets a specific timetable (guideline ca. 40 minutes per group).
- A separate area inside the restaurant (assigned seats) is reserved for every group.
- Restaurant-employees wear mask.
- All group members wear mask. While eating and at the table no mask is needed.
- Every table and service area are disinfected after every meal / every group.
- In order to guarantee a complete disinfection, the lunchtimes are longer (for example from 10 am to 3 pm).
- Inside restaurants the quantity of persons is limited and the necessary minimum distance (1 meter) is regulated by assigned seats.
- If more seats are needed, tents will be organised outside.
- Where possible, the entrance and exit will be regulated separately.
- If restaurants can't serve all groups, hosts and accommodations offer alternatives (for example brunch or 3 o'clock pasta).

Area: lifts

- If the minimum distance (1 meter) can't be respected (for example in gondola), everyone has to wear a mask.
- The gondola's windows remain open for a better air circulation.
- The lift covers remain open.
- Disinfection-dispensers are located near to every lift station.
- All employees wear mask.
- All lifts and gondolas are disinfected twice a day.
- For private tourists online booking system for ski passes.
- Only the group-leader picks the pre-ordered ski passes at the ticket corner up, in order to avoid unnecessary contact.
- Everywhere in the skiing resorts are exposed labels and stickers reminding to keep the distance and all other security measures.
- The lifts and gondolas can be occupied 100%.