



**HOLIDAYING SAFELY IN TRENTINO:  
WE WILL TAKE CARE  
OF YOU AND YOUR BUSINESS**



Wide-open spaces and the rhythms of nature have always made Trentino the ideal destination for those seeking balance and well-being. What's more, hospitality is in our DNA. And never more so than now: in recent times we have worked hard to ensure our tourists a peaceful and stress-free holiday.

Trentino is ready to welcome you. We look forward to hosting your clients, confident in our ability to guarantee them not only our warm welcome, but also the chance to enjoy a relaxing and stress-free holiday so they can recharge in nature.



25 September 2020 World Health Organization (WHO)

**Italy was the first Western country to be heavily affected by #COVID19.**

**The Government & community, across all levels, reacted strongly & turned around the trajectory of the epidemic with a series of science-based measures.**

25 September 2020 Süddeutsche Zeitung

Plötzlich steht Italien nun als Modell da, als Vorbild für einen verantwortungsvollen Umgang mit der Pandemie.

**Suddenly Italy is now a model, a role model for dealing responsibly with the pandemic.**

29 September 2020 ANSA

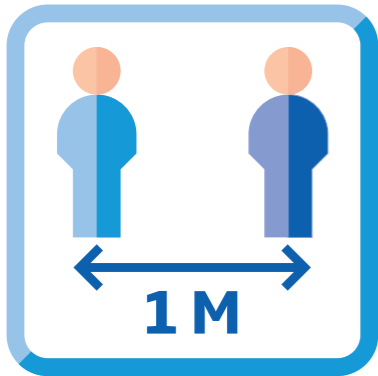
**Merkel warns on at-risk countries, lauds Italy.**

**In Italy, for example, they are acting with very great caution.**

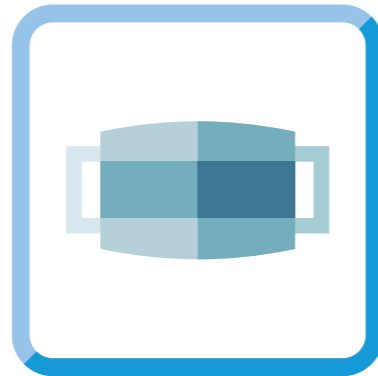
# HOW WE TAKE CARE OF YOUR CUSTOMERS, OUR GUEST



As general protection measures, we always ask our guests to:



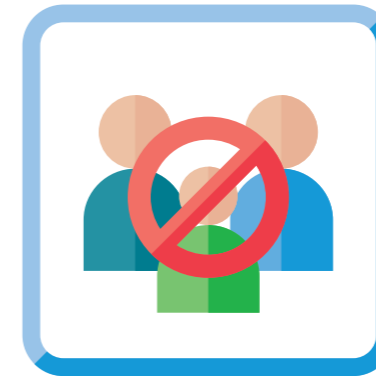
Keep the distance of at least 1 meter



Wear the mask where required and whenever it is not possible to maintain a safe distance



Wash and sanitize hands frequently



Avoid gatherings



Prefer online booking and electronic payments for services used (where possible)



**BELOW, ALL THE MEASURES THAT WE HAVE ADOPTED AND  
THAT ARE STILL BEING IMPLEMENTED TO ENSURE A SAFE HOLIDAY  
FOR GUESTS AND RESIDENTS, MAKING CHANGES  
CONSIDERING THE EVOLUTION OF THE EPIDEMIOLOGICAL FRAMEWORK**

*Here you can find all the updates about the Covid situation in Trentino:  
[www.visittrentino.info/en/articles/practical-info/coronavirus-info](http://www.visittrentino.info/en/articles/practical-info/coronavirus-info)*



# SKILIFTS



- > Skilifts will operate regularly starting from the last weekend of October (Passo del Tonale)
- > Stations are organized to ensure the **safety distance** in the waiting areas, sometimes also with **defined routes** for the flows of people and with queue management systems
- > On all skilifts, we ask to wear suitable respiratory protection devices
- > We provide **sanitized solution dispensers** in the stations, at the entrance and at the counters
- > The journeys on the skilifts are of short duration and we guarantee constant **ventilation** on the cable cars and gondolas
- > All skilifts, rooms and common areas are **cleaned and disinfected** daily and the **sanitation** is periodic
- > Employees in contact with guests will wear respiratory protection devices
- > We are implementing the **online purchase** of ski passes and **electronic payments**, also with systems to avoid passing through the ticket offices
- > Refunds are provided for unused ski pass days due to Covid





# SKI SCHOOLS





- > We encourage **telephone or e-mail contacts** with schools
- > We encourage schools to make available the **online booking and payment** of lessons
- > The group lessons organization is recommended with small numbers
- > Teachers and collaborators will wear the **mask** when it is not possible to maintain the minimum distance of 1 meter and whenever it becomes necessary
- > All collaborators and teachers are constantly updated on the Covid-19 measures in force also through **internal training courses**



# MOBILITY / SKIBUS



- > On ski buses and urban transport, based on the type of vehicle, the **capacity will be of 80 to 100%**
- > Drivers and passengers will wear respiratory protective equipment
- > To comply with the load limits, there will be an **increase in the frequency** of the vehicles
- > All vehicles are cleaned and disinfected daily and the **sanitation is periodic**
- > If due, tickets can be purchased **online** or at the automatic machines or via smartphone with the **appropriate APP** (Open Move or Dropticket), or at the accommodation facility
- > For rental with driver up to 5 seats, occupancy is reduced to a maximum of 2 people per row of seats (except families or cohabiting groups)
- > For rental with driver with more than 5 seats, it is expected 100% occupancy, the obligation to wear the mask and a stop with the doors open for 1 minute every 15 minutes of travel
- > To use the **Fly Ski Shuttle** service, a self-declaration is required to be issued at the time of purchase of the ticket and **body temperature will be measured** at the time of boarding (which must be below 37.5° C). The use of adjacent or face-to-face seats is only allowed for passengers from the same family unit or who have stable interpersonal relationships



# MOUNTAIN HUTS / RESTAURANTS



We are organizing to guarantee a relaxing break in complete tranquility

- > The spaces have been redesigned to ensure adequate spacing
- > The **extension of serving times** and the use of **heated outdoor spaces** will be encouraged
- > All the rooms will be constantly and correctly ventilated to ensure a proper and **full air exchange**
- > **Advance and online booking** will be encouraged
- > Apres ski could be different but more chic, conveniently served at the table
- > As in the summer, an overnight stay in a refuge will be possible only by contacting the structure in advance and with reduced room occupancy



**RENTALS**





- > We are implementing methods for a more efficient use of the service, with **access and queue management systems**
- > The rental shops are organized to ensure the **safety distance of 1 meter**, sometimes even with defined routes for managing flows
- > The equipment will be **properly sanitized** and all rooms will be adequately ventilated
- > There will be dedicated spaces to the return of the equipment
- > **Alternative methods** to traditional rental will be encouraged, such as, for example, **pick-up by appointment** or **delivery at the hotel**



# ACCOMMODATION FACILITIES



- > Trentino operators have reorganized themselves to offer their guests a peaceful and safe stay
- > Many facilities have already implemented and offered the Stornohotel **travel cancellation policy**, which also covers the interruption of the holiday due to Covid
- > **Additional coverage** will soon be available for the reimbursement of ski school and rental, as well as providing guarantees for medical expenses, assistance and theft / loss of luggage
- > All employees are informed on the methods of transmission, symptoms and hygiene rules to avoid spread and contagion
- > The facilities of Trentino have identified an internal responsible as **contact person for Covid related questions** (a trained person with a certification by UOPSAL - Prevention and Safety in the workplaces)



# HEALTH SERVICE, CONTACTS AND USEFUL NUMBERS



- > A **task force** has been set up to constantly monitor the Coronavirus infection curve in Trentino
- > The hospitals have been reorganized, increasing the number of places in intensive care and a pre-triage with immediate path and a dedicated area for people with flu symptoms have been activated
- > A **national Covid toll-free number, 1500**, has been set up **24/7** for every citizen. The unique emergency number, 112, must be contacted for other emergencies
- > Another useful tool created to limit the spread of the epidemic is **IMMUNI**, the **national contact tracing APP**, which allows you to know if you have been in contact with infected subjects
- > In **Trentino**, from the 12th August 2020, a **new toll-free number 800 390 270** has been activated from Monday to Friday non-stop from 8am to 5pm, and on Saturday morning from 8am to 2pm. It answers all the questions of people arriving or returning from sensitive countries (Spain, Croatia, Greece, Malta), that need to check their status before being able to freely move
- > A special online form has been prepared for reserving the Covid swab <https://servizi.apss.tn.it/rientroestero/>