



SKI SCHOOL LECH: Covid19 protective measures for Winter 2020/21

Dear Guests of the Lech Ski School,

We understand concerns regarding the safest possible execution of services for the coming Winter season. At Lech Ski School we face some challenges in implementation and organisation of the Winter season 2020/21, as several details depend on the developments of the situation.

We can assure you that we will meet all the prescribed official requirements for the Group lessons (for adults, teenagers and children) and with our partners (lift company, restaurants, etc.) continuing our ongoing cooperation and collaboration.

We will work with our employees to protect the health of our guests and to take the necessary measures as follows:

- **Customer contact with our office staff**

To protect our guests and our employees, our sales offices will take appropriate precautions and use contactless payments - all of our services can already be easily booked online.

- **Mouth-nose protection**

Our employees are all equipped with mouth and nose protection and this is of course worn depending on the applicable regulation (e.g. in the cable car gondolas and public transport). Additionally, we offer our guests (adults and children) a practical mask available for purchase.

- **Distance**

We will also take all necessary precautions - especially when dividing up on the first day of the course and when queuing at the lift - to maintain the required minimum distance of 1 meter. The mandatory use of mouth and nose protection for ski instructors and guests also significantly reduces the risk of infection. In addition, the majority of our guest contact take place outdoors and not in closed rooms.

- **Early check-in**

In the children's ski school, all guests are given the opportunity to pre-book course cards online. The "Early Check-in" enables the guest to start

right after they arrive in Lech as they will have received detailed information on which group (which Ski instructor) they are assigned and at what time they should be present.

- **Staggered course start**

For the adult group courses, the start of the course is already staggered (between 9:30 a.m. and 10:00 a.m.). This staggering of the start times will also be implemented for the Children's ski school check in to reduce the number of people at the assembly point.

- **Transport** in the children's ski school quad bike:

Just like in public transportation, we will also have our means of transport to ensure that both the children and the ski instructors wear mouth-nose protection.

- **Midday care in the restaurants**

We make sure that people who do not belong to the same group of visitors keep a minimum distance of one meter. Of course, we will comply with the applicable regulations conscientiously.

- **Cancellation conditions**

As in the past, we offer our customers generous cancellation conditions: Prebooked courses and confirmed private ski

instructor reservations can be cancelled free of charge up to 14 days before the start of the course.

- **Outdoor sports**

As most of our activities take place outdoors, we can assume that the risk of infection is lower than when staying in a closed area.

Nevertheless, we have to take responsibility for both our employees and guests and cannot give any guarantees.

We strive to take all necessary and reasonable precautions for you to enjoy carefree skiing days with your family. We wish you the greatest possible learning experience in our groups or private lessons and we are confident we can manage this difficult situation professionally.

Kind regards from Lech
Your
SKI SCHOOL LECH

General arrangement in Vorarlberg:

- The general rule is that people with whom one does not live in a common household must be kept at a distance of one meter.
- The obligation to protect the mouth and nose (except for children under 6 years of age) still applies in public transport, in the health sector and in pharmacies, for services where the minimum distance cannot be maintained.
- Recommendation of the Federal Government: Wear MNS protection where the minimum distance of one meter cannot be maintained.

For detailed information for the region please also see: <https://www.vorarlberg.travel/en/service-line/>

5 Regeln, die wir alle immer beachten sollten:

