

DOLOMITI SUPERSKI **WE CARE** ABOUT SAFETY



COVID-19
HOW WE
TAKE CARE
ABOUT YOU

**DOLOMITI
SUPERSKI** 



DOLOMITI SUPERSKI



Our world has been completely turned upside down in recent months. The Covid emergency has changed our priorities and has strongly affected our relations, our work, our leisure time, our social life, and school activities.

However, our great passion for skiing has remained unchanged and we cannot wait to descent along the wonderful slopes, surrounded by a setting of incomparable beauty like the Dolomites.

We, as **Dolomiti Superski**, are getting prepared with great enthusiasm and dedication for the winter season 2020 - 2021 to ensure the best possible conditions, to guarantee the safety of all skiers.

"We care about you" will be our slogan during the coming winter; and with this we want to certify our absolute commitment to ensure that skiing will be possible at the safest conditions for everyone. We want to take care of all of you and we want to make sure that you can enjoy your holiday, the descents, and the fantastic Dolomites carefree. For this reason, we have elaborated several logistic and organizational rules and a system of economic guarantees, which we will list below.

We care about you!
The Dolomiti Superski Team

ENHANCED ONLINE SHOP

Dolomiti Superski's **"We care about you"** motto is reflected in our commitment to ensuring that skiers can access the lifts and slopes as quickly and conveniently as possible. That's why the online shop on the dolomitisuperski.com website has been created anew, allowing customers to purchase nearly every type of ski pass online. Starting from the **beginning of December it will be possible to purchase** seasonal, day and multi-day ski passes online, as well as junior and senior ski passes; refund measures for the winter season 2019/2020 may also be carried out at the online shop. The purchased ski pass may be loaded directly onto the My Dolomiti Ski Card, if the customer is in possession of one already. Alternatively, they can go to the ticket office with the voucher in hand, using the digital lane for online purchases where available. A third option is to collect your ski pass at one of the more than 50 Ticket Boxes located throughout the 12 Dolomiti Superski areas. Expanding the range of ski passes that can be purchased online is designed to help skiers avoid lines at the selling points and ski-pass offices. Because Dolomiti Superski takes care of its customers.

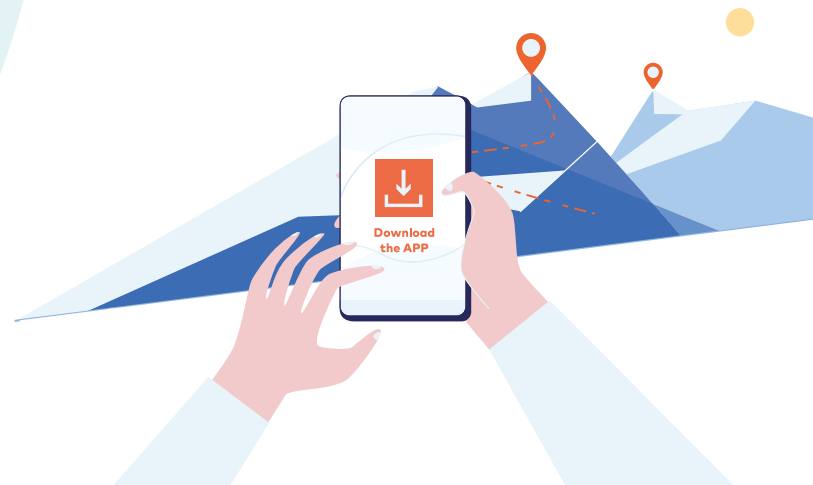


HOTEL SKIPASS SERVICE

The exclusive **Hotel Ski Pass Service** will be offered again this year, allowing skiers to purchase their preferred skipass online and then find it in their hotel room directly upon arrival. Participating hoteliers will pick up the relevant ski pass at the office or Ticket Box. Again here, skiers avoid waiting in line!

NEW SKIERS MAP

Skiers will also find an innovative map that displays the number of skiers present at the lifts as part of the new **Dolomiti Superski App** and integrated into the 3D ski map on the website. This tool measures the occupancy rate of the lift facilities within a unit of time. By consulting the map, skiers can evaluate the optimal time to use a given lift, thus avoiding crowding.



HOLIDAY CALENDAR

On the website dolomitisuperski.com, **Dolomiti Superski** makes available tables that display the inflow forecast for each day of the season, based on the historical data of the last three years. This allows skiers to plan their holiday in such a way as to avoid the periods with the highest influx of skiers.

CALENDARIO DELLE VACANZE WINTER 2020-21				
DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL
1	1	1	1	1
2	2	2	2	2
3	3	3	3	3
4	4	4	4	4
5	5	5	5	5
6	6	6	6	6
7	7	7	7	7
8	8	8	8	8
9	9	9	9	9
10	10	10	10	10
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14	14	14	14	14
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25	25	25	25	25
26	26	26	26	26
27	27	27	27	27
28	28	28	28	28
29	29	29	29	29
30	30	30	30	30
31	31	31	31	31

SKI LIFTS

The protocol governing the use of lift facilities, which is valid throughout the country, includes the following provisions, among others:

- **maximum capacity will be reduced on closed lifts**, such as cable cars and gondolas. Air circulation will be ensured by the opening of windows or through recirculation systems. Passengers must wear a face mask.
- **For open systems** such as chairlifts, 100% of the capacity of the lift capacity can be utilized. All passengers are required to wear suitable face mask.

REGULATIONS FOR WAITING AT LIFT LINES

Dolomiti Superski has heightened the awareness of lift operators to take all **appropriate measures in order to guarantee orderly access to lifts**, in full compliance with a minimum social distance of at least one meter, including through the use of computerized tools.

Dolomiti Superski always advocates the use of respiratory protection, during access to ticket offices as well as to lifts, as provided for by the above-mentioned rules. This is in the interest of skiers and consistent with our stated motto: "We care about you."

ACCOUNTABILITY OF INDIVIDUALS

None of the planned measures will be effective if individuals do not contribute by strictly adhering to the rules of conduct, maintaining a distance of at least one meter, wearing face masks and frequent washing and disinfection of hands. **Dolomiti Superski will ensure that information materials are available at the points of greatest contact** with customers (ticket offices, lift access, parking lots, etc.) and instructional videos will be displayed on the maxi screens at the main valley and mountain stations, at the most visible points.

ECONOMIC GUARANTEES

SEASONAL AND MULTI-DAY SKI PASSES

For the 2020/21 winter season, **Dolomiti Superski has developed a system of guaranties that will ensure maximum transparency and security** for those who purchase seasonal or multi-day ski passes. Those who purchase a Dolomiti Superski seasonal pass may terminate the contract in the event of lift closures for at least ten consecutive days, whether in the event of the total closure of all the valleys or in the event of the closure of one of the 12 ski areas (in the latter case, where the user resides or is staying in one of the relevant towns).

Example: a lockdown by December 15, 2020 allows for a refund of 85% of the price of the ski pass paid by the customer.

Holders of multi-day Dolomiti Superski passes have the same right of withdrawal as in the two cases mentioned above, as well as in the event of a positive diagnosis of the SARS-CoV-2 virus or a precautionary quarantine measure. In such cases, the non-useable days will be refunded in accordance with the price list for multi-day ski passes.

Example: the skier has purchased the Dolomiti Superski 6-day ski pass, and in case of closure on the third day the remaining four days will be refunded.

For further information please visit
dolomitisuperski.com/we_care_about_safety_en



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