



## Guest INFORMATION – Coronavirus (Covid19)

(11.12.2021)



Dear guests!

At the beginning there is good news, from December 12th, 2021 we can open again subject to certain rules. Under the motto "[Travel responsibly - stay healthy together](#)", I would like to provide you with an overview of the currently valid regulations (as of December 11, 2021) for the coming winter season 2021/2022 in order to guarantee the best possible protection for everyone. It should also make it easier for you to plan your vacation so that you can enjoy your vacation in Gerlos with as much security as possible.

In addition to disciplined compliance with protective measures, personal responsibility remains the most important factor. The Ministry of Health and the State Medical Directorate for Tyrol are also monitoring current developments very closely and are in constant contact with the responsible national and international authorities.

### ❖ Extraordinary times require extraordinary measures

The government is constantly taking targeted measures, but the government can add or change them at any time, so you are asked to inform yourself about the current situation and requirements. Below you will find websites where you can find current information on the subject of coronavirus, travel matters, advice centers ... These data are updated regularly.

### ❖ Appartement Arenablick

With your prudence you protect yourself as well as the other guests and your hosts Host!  
Each and every one of us makes an important contribution to safe coexistence.

We therefore ask you to follow these preventive measures in our house:



- Refrain from shaking hands and hugs
- Personal responsibility for yourself & the family
- Follow signs and instructions from employees
- Dispose of used handkerchiefs & masks in the garbage and do not leave them somewhere
- Sneeze or cough into the crook of your arm or into a handkerchief.
- 2G proof (vaccinated or recovered) as entry requirement, from the age of 12.  
Children up to the age of 12 do not need proof
- Wear an FFP2 mask to protect yourself and others.  
FFP-2 mask compulsory from 14 years of age, children between 7 and 14 years of age are allowed to wear conventional mouth and nose protection. There is no mask requirement for children up to 6 years of age.
- Ensure good room air in the apartment, ventilate more often
- Always observe general hygiene rules
- Keep a sufficient distance from strangers - at least 2 meters.
- Wash & disinfect hands several times a day
- If there are signs of illness, it is better to stay at home and not travel

## ❖ Restaurants

- Registration requirement
- 2-G verification
- FFP2 mask requirement
- curfew from 11pm
- Reservations recommended
- Consumption only on seat

The night gastronomy is not expected to open until after January 10, 2022

## ❖ Zillertalarena



### Safe2Ski: SKIING - BUT SAFE

For the use of the cable cars and lifts, we are obliged to check an EU-compliant 2G certificate (vaccinated or recovered) for all guests from the age of 12. Your ticket only allows access to the ski area if a corresponding 2G status can be proven.



Activate ticket



2G proof



FFP2 mask

### Web portal

You can easily link your ticket to your 2G proof in the web portal before you arrive in the ski area. Requirement: ticket + EU-compliant 2G certificate

### Ticket machines and green pass check stations

At some of our valley stations there are ticket machines and, in some cases, additional "green pass checks". Here you can quickly and easily link your ticket to your EU-compliant 2G certificate

### Cash registers

Your ticket can also be activated when you purchase it at our ski pass box office. Requirement: EU-compliant 2G certificate

Please have your EU-compliant 2G certificate ready for possible controls for the duration of your stay in the ski area. In addition, the FFP2 mask requirement applies to cable cars and lifts.

### INFORMATION

In principle, the ticket is automatically activated for the duration of the 2G proof without health or other data being saved. If you do not agree to automated activation, you can also have your ticket activated on a daily basis upon presentation of valid 2G proof.

## ❖ FFP-2 mask requirement: where and to whom does it apply?

- In closed indoor spaces, in retail, in public transport, in customer areas, in gondolas and chair lifts that can be covered, accommodation, hotels, restaurants, all indoor areas
- applies from 14 years of age, children between 7 and 14 years of age may wear conventional mouth and nose protection. There is no mask requirement for children up to 6 years of age.
- This does not apply to children up to the age of 6 or people who cannot be expected to do so for health reasons.

### ❖ Entry into Austria

- Entry from states and areas with a low epidemiological risk, from these countries any type of entry - also for tourist purposes - is possible.
- Up-to-date evidence of 2.5 G (recovered, vaccinated or PCR-tested) is required for entry.  
If no evidence is available, registration via the pre-travel clearance must be carried out and a test must be carried out immediately, but in any case within 24 hours.
- No quarantine required

#### EU Commission proposes uniform travel regulations

Since the outbreak of the COVID pandemic, freedom of travel has been severely restricted. In connection with travel in particular, there have been and still are different approaches among the EU member states. The aim is better coordination and standardization of measures. Basically, people who have a valid European Green Passport (vaccination certificate, recovery certificate, test certificate) should be able to travel more easily within the EU. These underlying regulations have now been updated and submitted to the EU Commission.

### ❖ Special rules apply to those returning to travel

The entry and return travel regulations change quite frequently in some cases. Please inform yourself about the current status for your destination country and about the regulations for returning to your country. The travel restrictions will primarily apply to unvaccinated guests. This means that vaccinated people can continue to spend a safe and relaxing holiday in Austria.

#### Return to Germany

On November 12th, 2021, the RKI classified Austria as a high-risk area. This means that new return travel regulations come into force.

- For fully vaccinated and recovered people - no mobility restrictions. For these people, only a digital entry registration [www.einreiseanmeldung.de](http://www.einreiseanmeldung.de) needs to be completed before the return journey.
- Unvaccinated persons must show a negative test (antigen or PCR test) on their return journey and be quarantined for 10 days. Free testing is only possible after 5 days.
- Children under 12 do not have to show a test, but a stay of 5 days in quarantine (no free testing possible) is compulsory.
- 3-G verification
- Vaccinated and convalescent guests from Germany can accordingly continue to spend their vacation in Austria without having to go into quarantine when they return.
- In contrast to the regulation in Austria, children under the age of 12 must always be in a five-day quarantine, regardless of which measures apply to the parents. This regulation is problematic for Austria - Tourism Minister Elisabeth Köstinger will continue to advocate the same regulation as in Austria.

<https://www.bundesgesundheitsministerium.de/coronavirus/infos-reisen>

#### Return trip to the Netherlands

Return to the Netherlands from September 6, 2021:

- Travelers traveling to the Netherlands must be able to present proof of corona (vaccination certificate, negative test certificate or proof of recovery).
- Children under the age of 12 can travel back to the Netherlands without these documents.
- Anyone entering by plane must fill out a health declaration and have it with them.
- Travelers should take a self-test when they get home just to be sure. This recommendation also applies to those who have been vaccinated.

## ❖ Travel Insurance

If you cannot start your vacation because you fall unexpectedly ill or other unforeseen things happen, we recommend that you take out "Hotelstorno Plus" cancellation protection from Europäische Reiseversicherung AG.

Even in times of Corona, you remain carefree. Secure your booking inexpensively and go on vacation relaxed. Conclude it easily and conveniently online.

## ❖ Cancellation conditions for the winter season 2021/2022

Our regular cancellation conditions apply again with a few exceptions, the usual Austrian hotel contract conditions can be found on our website [www.arenablick-gerlos.at/appartement/preise](http://www.arenablick-gerlos.at/appartement/preise).

The cancellation fee is determined according to the corresponding quota of the total apartment price and can be offset against the down payment made.

### Withdrawal from the accommodation contract - cancellation fees:

- up to 3 months before departure => free of charge
- 3 months to 1 month before departure => 40%
- 1 month - 1 week before departure => 70%
- in the last week before departure => 90%
- If people do not arrive despite a reservation, 100% will be charged
  - If there is a corona illness, the above-mentioned cancellation conditions apply as with any illness
  - Fear of Covid-19 does not justify cancellation, should you still cancel your trip as a "precaution", the above cancellation conditions also apply here

### Exceptions:

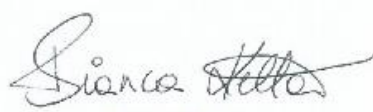
With the exceptions mentioned below, there are no cancellation fees, your deposit will be refunded, the accommodation contract is canceled and there is no entitlement to compensation or compensation:

- Official closure of our company or renewed lockdown
- Unpredictable exceptional circumstances - entry ban to Austria, exit ban from your country (travel ban from the Foreign Ministry), a travel warning is not a travel ban, but only a recommendation. Even with a valid travel warning, trips to other countries that have already opened their borders are possible and permitted.

## ❖ Internet pages for current information

- [www.europakonsument.at](http://www.europakonsument.at)
- [www.tirol.at/informationen-coronavirus](http://www.tirol.at/informationen-coronavirus)
- [www.tirol.gv.at](http://www.tirol.gv.at)
- [www.sozialministerium.at](http://www.sozialministerium.at)
- [www.ages.at](http://www.ages.at)
- [www.1450.at](http://www.1450.at)
- [www.bmeia.gv.at](http://www.bmeia.gv.at)
- [www.bmlrt.gv.at](http://www.bmlrt.gv.at)
- [www.zillertalarena.com](http://www.zillertalarena.com)
- [www.willkommen.tirol](http://www.willkommen.tirol)

We look forward to welcoming you to our house,  
wish you all the best and stay healthy!



Bianca Kellauer

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