

How we take care of
your clients and
your business

TRENTINO **WINTER 2021**





HOLIDAYING SAFELY

A dedicated web section
with **all the updates**
regarding the **Covid**
measures in Trentino :

visittrentino.info/holiday-safely

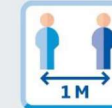
MANDATORY SURGICAL MASK



- > In closed spaces but **also outdoors if not in isolated places**
- > On **ski lifts, public transport and ski buses**
- > Also under the **neckwarmer**



SAFETY DISTANCE 1 m



ON SKIS:

not decided yet if valid
also for families,
cohabitants and relatives

EXCEPTION:

**children under 125 cm and
people in need of assistance**

HYGIENIZATION AND SANITIZATION



- > Of facilities, common areas,
equipment, transport
- > Sanitized solution dispenser



PERSONNEL



- > Use of **PPE**
- > **Health checks**
- > **Training courses**

RESCUE SERVICE



- > Available h 24
7/7 days

RESERVATIONS PURCHASES PAYMENTS



- > **In advance, online and contactless**
- > For skipasses, lessons, ski buses, equipment rental, restaurants



SKIPASSES PURCHASE AND PICK UP



ONLINE SHOP

For all types of skipasses

EASY COLLECTION

- > Uploaded to **MyDolomiti Skicard (DSS)** or **Keycard (Skirama)**
- > Collection at the automatic machine / DSS Ticket Box or dedicated counter
- > Pick up at the facility

REDUCED CAPACITY

MEANS OF TRANSPORT

- > Gondola lifts/cable cars/skibuses/buses **50%**
- > Chairlifts **100%**
- > **Maximum daily skipasses limit**

HIGH ALTITUDE BARS AND RESTAURANTS

- > **Max 4 people per table**
- > **Apres Ski served at the table**

ACTIVITIES AND COURSES

- > **Reduced number of participants**



QUEUES MANAGEMENT



- > Checking of attendance
- > Organized accesses

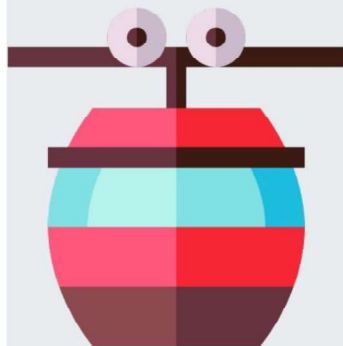
> DSS Skier's Map

> Skirama QODA App

FLOW MANAGEMENT



Separated entry and exit routes for ski lifts, ski schools, rentals



SKIPASS REFUNDS

DOLOMITI SUPERSKI

Daily / Multi-daily:
forced closure of ski lifts or Covid positivity or mandatory quarantine
> **right of withdrawal**



SKIRAMA

Weekly / Multi-daily:
forced closure or Covid positivity
> **proportional refund based on not-usable days**



DOLOMITI SUPERSKI **WE CARE** ABOUT

YOU



Marco Pappalardo

Marketing Director
Dolomiti Superski

ONLINE SHOP

NEW online shop

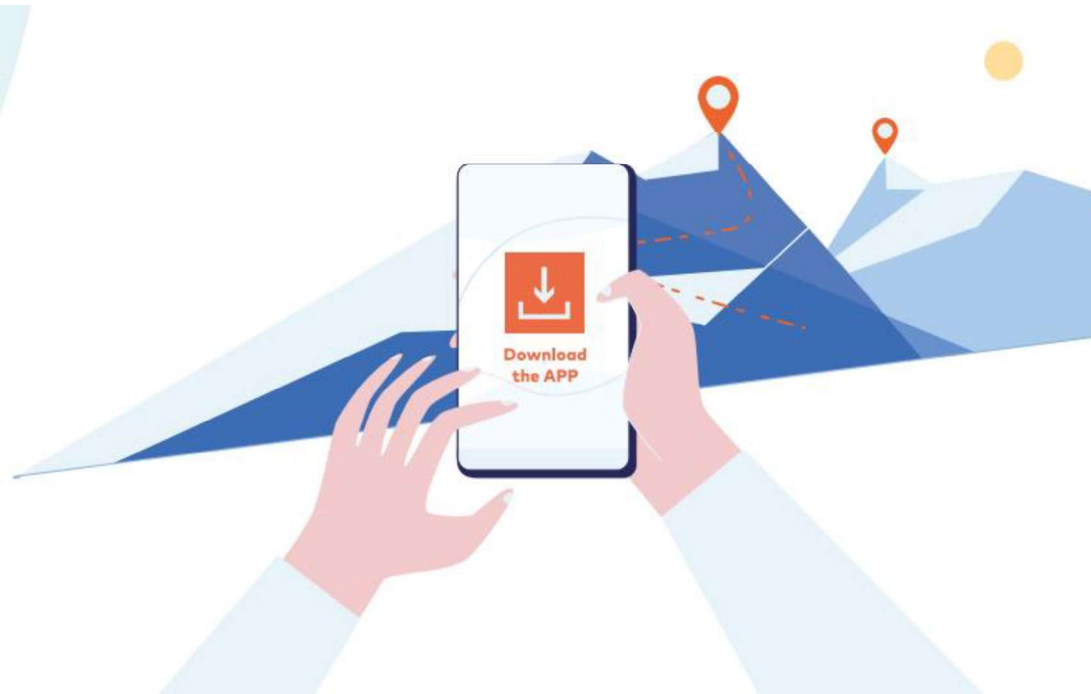
The online shop on the dolomitisuperski.com website has been created anew, allowing customers to purchase nearly every type of ski pass online.



SKIERS MAP

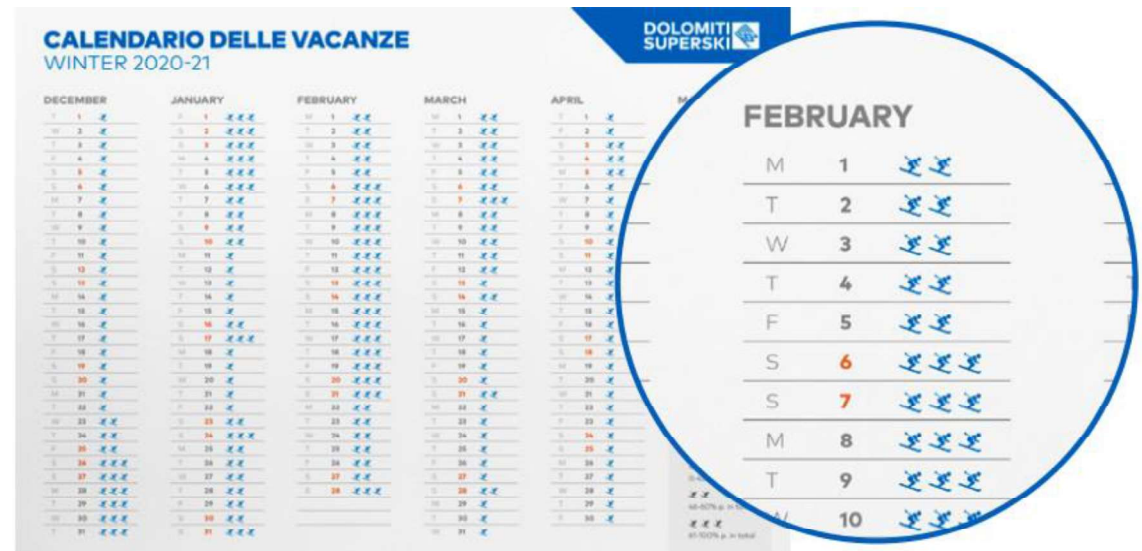
Skiers map displays the **number** of skiers present at the lifts as part of the new Dolomiti Superski App and integrated into the 3D ski map on the website.

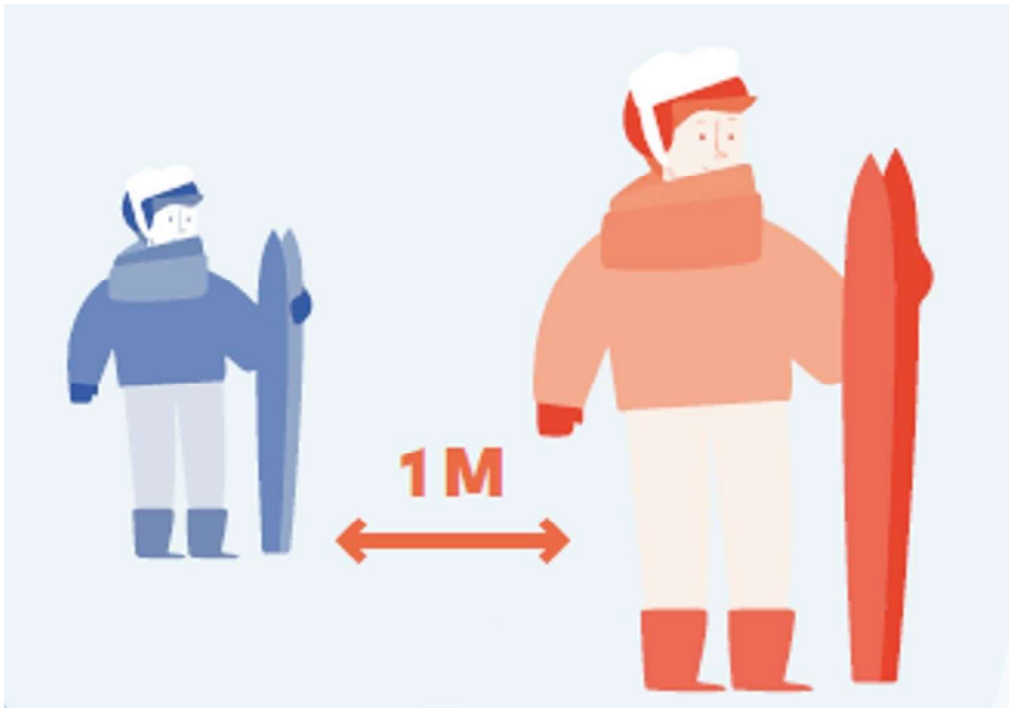
This tool measures the **occupancy rate** of the lift facilities within a unit of time. By consulting the map, skiers can evaluate the **optimal time** to use a given lift, thus avoiding **crowding**.



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.





REGULATION 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**.

NECK WARMER

Dolomiti Superski has produced branded neck warmers with **pocket** for surgical **mask** in eco material.



POSTERS

ICONS

MOTION GRAPHICS



Ski mountaineering
Cross country skiing



Snowshoeing
Winter trekking



Fat Biking
Paragliding
Ice climbing



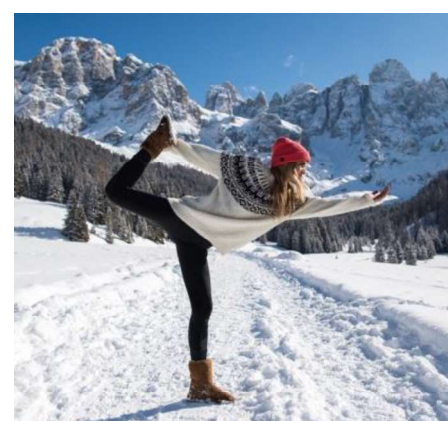
Sledding and tubing
Ice-skating



Dog sledding
Horse riding



Detox
Yoga
Wellness



Cities
Museums&Castels
Shopping
Food & Wine

Merry Christmas and Happy New Year



Waiting to see you again
in the snowy Dolomites
we wish you a

Merry Christmas!

Keep healthy

