

# WEISSE ARENA GRUPPE

## **Provisions relating to Covid-19**

The safety, health and well-being of our guests, the local community and of our employees is a top priority for the Weisse Arena Group. We continue to strive to offer the highest standards of service, cleanliness and hygiene throughout this challenging period. For this reason, the measures laid down by the federal and cantonal authorities are implemented in accordance with the protection concepts for the respective industry.

On the basis we have supplemented the general terms and conditions/ special terms and conditions in connection with Covid-19 as follows;

- In order to guarantee compliance with the Corona measures required by the authorities, the contractually agreed services can be unilaterally amended at any time by the Weisse Arena Group for the protection of our guests, locals and employees. These include in particular regulations on the wearing of protective masks in public areas, changes to the food and drink on offer and restrictions on the tourist infrastructure. Unilateral changes to the agreed services offered by the Weisse Arena Group do not affect the agreed price, provided that these adjustments are directly related to the officially required corona measures or the Weisse Arena Group's protection concept in a manner that is comprehensible to the guest.
- The Weisse Arena Group is entitled to withdraw from the contract for objectively justified reasons if the guest shows signs of an infectious disease or fails to comply with the corona protection measures of the Weisse Arena Group. The Weisse Arena Bergbahnen also reserves the right not to transport persons who refuse to wear the prescribed mouth and nose cover and to withdraw their ticket without compensation.

In the event of changes and cancellations in connection with Covid-19, the following provisions will apply;

- All directbookings with the Weisse Arena Group for the coming winter season include a Covid-19 cancellation guarantee. This states that in the event of a mandatory closure of the entire ski area or of individual Weisse Arena Group companies ordered by the authorities, all services already paid for by the Weisse Arena Group which the guest is unable to obtain/use will be refunded to the guest on a pro rata basis in the form of a voucher which will be valid until 30<sup>th</sup> April 2022.
- In the event of a travel restriction or quarantine ordered by the authorities, the Covid 19 cancellation grant will also apply and the guest will be reimbursed for all services already paid for by the Weisse Arena Group, which he/she is unable to obtain/use, on a pro-rata basis in the form of a voucher valid until 30<sup>th</sup> April 2022. This is subject to the condition that the booking was made prior to the officially imposed travel restrictions.
- We advise our guests to take out the travel insurance prior to travel, unless they are already in possession of such insurance.