



Mittersill Alpine Resort®

New guidance to re-open, or partially re-open Mittersill, under the Stay at Home 2.0, must be adhered to.

The Sauna and the main lobby are closed. This includes no social gathering in the main lobby. The Alpine Room, the Sunset Lobbies may be used for same family, to relax, read a book or enjoy the view, limited to 4-6 people max. All games and puzzles have been removed.

Due to Social Distancing Guidelines, the number of people allowed in the lobby is limited.

**DURING YOUR STAY, ALL GUESTS
ARE REQUIRED TO WEAR MASKS WHEN ENTERING THE LOBBY.**

Face masks are required by guests when moving within the facility when social distancing is not possible. For guests, this includes at check-in and check-out, and when transiting to/from a guest room through the facility when social distancing is not possible.

FRONT DESK

- Please call first - If you are in need of anything during your stay, please call the front desk (9am-9pm) and we will deliver the items to your door, or answer your questions at that time. Cloth face coverings are to be used. Dial “0” zero for assistance.

HOUSEKEEPING

- If you are staying for the week, towel exchange will be Monday & Wednesday. Towels are to be placed in the bag provided in your unit and left outside your unit by 10:00am.
- Mid-week cleaning is not available. We do not offer daily housekeeping service.
- The Housekeeping Team will be scheduled between 8am-4pm daily and although we cannot provide the same level of service in the current climate, we are here for you if you need anything.

MAINTENANCE

- If there is an issue in your unit, please call the Front Desk, they will create a ticket with the Maintenance Team and the issue will be fixed in a prompt manner.
- Barring an emergency, the assigned team member will call your room to arrange a time to visit your unit.
- If possible, it is preferable for you not to be in the unit while the issue is being addressed.
- If the unit is not empty, Social Distancing rules will apply. All guests in the unit should put on masks or move to a different room in the unit.
- Maintenance Tech’s will do their best to limit what they touch and to sanitize surfaces touched as they leave.
- If you prefer, in some cases, we can provide some services at the door like; remote control batteries and light bulbs.



AMENITIES

OPEN: (with Social Distancing Restrictions):

Outdoor & Indoor Pool (Limit to 10 people max)

Hot tub (Limit to 4 people max)

Game Room (Limit to 8 people max)

Fitness Room (Limit to 4 people max)

Playground (Limit to 4 people max)

Tennis Court (limited to 4 total people or less on the court at a time)

Basketball Court (limited to 4 total people or less on the court at a time)

Guest Laundry (Limit to 2 people max)

CLOSED:

-Lobbies and/or common areas will be closed to discourage gatherings

-Sauna

BARON'S PUB is closed to the public, no outside visitors or friends allowed. Under the new guidance, the pub is limited in its occupancy and only registered guest will be allowed. A room key must be presented.

To help safeguard our guests and associates, ONLY registered guests who are staying at Mittersill Alpine Resort are permitted on the premises and the use of the facilities. If you are meeting with friends and/or family please notify them, that if they are expecting to meet you here or use the facilities, they will be turned away.

PLEASE NOTE DAY USE IS NOT AVAILABLE.

We know these policies and procedures are not what you come to expect when visiting our resort, we are just incredibly happy to be open and are ready to welcome our guests and timeshare family.

That said, we are confident that if we all work together to follow the guidelines set at the state, community and resort levels, your vacation will be fun, relaxing and memorable.

We appreciate everyone's patience and understanding during these unprecedented times, and are so happy to have you back!

Please Take Care, Stay Safe & Healthy!