



Effective March 23, 2022

Dear Guests,

Following is the latest update on Mittersill's Covid-19 recommendations. Please note that NH individual and private businesses can choose to mandate masks or have other requirements while in their buildings, on their property or grounds.

As such, Mittersill Alpine Resort has chosen to continue to implement these precautions for the health and safety of employees and consumers/guests. The Resort is cautiously and carefully adjusting operations. Some things will happen immediately, and some will be slower to change. Here are some things to keep in mind when you travel to our resort:

- While in most cases, the mandatory use of masks is no longer required inside or outside, we continue with the best practice of wearing a face mask and social distancing.
- Circumstances, when on property, that require a mask and to help ensure safety: where there is limited space, such as at the front desk, and/or while in our public spaces or in groups with other people.
- For the collective safety of guests and team members, our team will be wearing masks when entering indoor common areas, occupied guest units, and when conversing within 6 feet of another.
- We are continuing many Covid-19 safety protocols, which include detailed sanitizing of units and various common areas. We strongly urge you to continue to be careful and follow good hygiene practices, especially when in public spaces.

Should you have questions, please feel free to call Guest Services.

Your cooperation, patience and understanding are greatly appreciated!

Thank you,
The Staff and Management
Mittersill Alpine Resort



We are happy to be open and are ready to welcome our guests and timeshare family. We'd like to encourage everyone to plan and prepare for your trip before you ever leave your home. That said, please be sure to pack your patience. We are confident that if we all work together to follow the guidelines your vacation will be fun, relaxing and memorable. Taking a little time before you go, will help ensure a smooth trip once you arrive.

**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 through the facility when social distancing is not possible.

Lobbies, the Alpine Room & the Sunset Lobbies may be used for same family, to relax, read a book or enjoy the view, limited to groups of 4-6 people max. There are a minimum of games available in the Alpine room. Masks required when moving about.

FRONT DESK

If you are in need of anything during your stay, please call the front desk (9am-7pm) as we may answer your questions at that time. Face masks are to be used when at the Front Desk. 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.
- We do not offer daily housekeeping services.
- The Housekeeping Team are here for you if you need anything between 9am-4pm daily.

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.



Mittersill Alpine Resort®

AMENITIES

OPEN: (with Social Distancing Restrictions):

Lobbies and/or common areas (Limited to groups of 4-6 people, masks required when moving about)

Indoor Pool (Limit to 27 people max)

Outdoor Pool Seasonal (Limit to 35-40 people max)

Jacuzzi (Limit to 6 people max)

Hot tub (Limit to 2 people max)

Game Room (Limit to 8 people max)

Fitness Room (Limit to 4 people max)

Playground (Limit to 8-10 people max)

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

Basketball Court (limited to 6-10 total people or less on the court at a time)

Guest Laundry (Limit to 2 people max)

BARON'S PUB: Is available to registered guests. A room key must be presented.

DAY USE OF RESORT FACILITIES: Use is subject to the preferential rights and persons occupying units at the time. Owners must call ahead and contact the Resort to check on availability and the staff will try to accommodate you if actual conditions make it possible. Not available on Fridays. No walk-ins.

VISITORS: 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 us at time of reservations.

Mittersill Alpine Resort is a private entity, its amenities and property are available only to our registered guests. Use of the resort is not available to those visitors, renters or owners within Mittersill Village.

Mittersill Resort is not affiliated with rentals through AirBNB, Realty Companies, or the privately owned Mittersill Village townhomes/ chalets.

Mittersill Alpine Resort is not affiliated with the operations of Cannon Mountain Ski Area, the Mittersill Terrain Ski Area or Franconia Ski Club. The Mittersill Terrain Ski Area, as a part of the Cannon Mountain Ski Area, is owned and operated by the State of NH, Division of Parks and Recreation, managed by Cannon Mountain & Franconia Notch State Park