

# CHARTER OF COMMITMENT WINTER 2020/2021



In the absence of a «second wave» or new government measures that could reinforce those currently in force, here is what Val d'Isère Téléphériques will put in place for next winter in the ski area :



## **COMMITMENT 1: Reorganising and training our teams** **Safety for all, above all else.**

Since the beginning of the health crisis, our teams on the terrain have been reorganised to ensure they're ready to welcome you once again in the best conditions possible.

All employees have been trained in health risks and preventive behaviour to minimise as far as possible the risks to them, to their colleagues and of course, to you!

A COVID-19 representative has been nominated to oversee the implementation of good hygiene procedures.



## **COMMITMENT 2: Making your holiday easy** **Always there by your side!**

On site, we will adapt all of our points of sale to welcome you in the best possible conditions. We will install plexiglass windows to guarantee the safety of our employees and customers. POS, tablets and other means of payment will be cleaned daily. Our staff will welcome you wearing a facemask, but always with a smile!

We will give priority to the purchase of the packages online, on the customer's computer or mobile phone. Don't hesitate to book your tickets online.



## **COMMITMENT 3: Keeping our visitors safe and reassured**

### **The mountains should always remain a place of freedom and relaxation!**

For the moment we do not plan to reduce the capacity of our lifts, nor to limit access to the ski area.

A range of measures aimed at guaranteeing a clean, safe environment for all will be put in place, in accordance with the regulations relating to transportation:

- Social distancing instructions and dedicated signage will be in place
- Alcohol hand sanitizer gel distribution points will be accessible
- It will be mandatory to wear a facemask in buses, queues, and on all closed ski lifts (over the age of 11 years)  
The panoramic views are all mask-free!
- Our ski lift gondolas and buses will be sanitized regularly.



## **COMMITMENT 4: To protect ourselves while protecting our extraordinary environment**

### **In the mountains, everyone picks up their own litter. Zero litter in nature!!**

For health reasons but also responsible citizenry, everyone has to carry a bag for collecting their used mask(s). It's simple and efficient! Bins are available for your use near the ski lifts.

Did you know? A mask takes at least 450 years to biodegrade. Don't let your masks destroy the natural environment.

#### **What is staying the same?**

1. Our desire to welcome you
2. All the great experiences to share
3. The unique thrill of the mountains
4. The beauty of our landscapes
5. A desire to protect our environment

Val d'Isère Téléphériques  
Compagnie des Alpes Group  
September 15th 2020





Val d'Isère  
UNIQUE.

**BIENVENUE / WELCOME**  
**À VAL D'ISÈRE / IN VAL D'ISÈRE**

**LA SÉCURITÉ  
AVANT TOUT !  
SAFETY FIRST !**

Vous êtes accueillis dans des conditions sanitaires optimales.

Tout Val d'Isère est aménagé pour garantir votre bien-être et votre sécurité.

*Val d'Isère is doing everything it can to provide optimal sanitary conditions.  
The whole resort is equipped to prioritise your safety and wellbeing.*

1

Port du masque obligatoire  
Rester derrière l'écran de  
protection plexiglas  
*A mask must be worn  
Please stay behind the  
protective plexiglass screen*



2

Désinfection des mains  
à disposition  
*Hand sanitiser available*



3

Respect des distances  
de sécurité  
*Respect social  
distancing for security*



4

Objet touché, objet emporté  
*Please take any objects you  
touched with you*



5

Respect du sens de circulation  
*Please follow the directional arrows*



**MERCI !**  
**THANK YOU!**

Plus d'informations à l'accueil de l'Office de Tourisme  
et sur [valdisere.com](http://valdisere.com)  
*Further information from the Tourist Office and [valdisere.com](http://valdisere.com)*