

**Things are looking up.  
Experience this summer with the  
Snow Card Tirol 19/20!**



## **FAQs – Questions & Answers**

**1. Which activities can I undertake with the SCT in summer?**

In the scope of the offer for the prolongation of validity by the partner companies you can use all summer cable cars solely for passenger transport and for hiking respectively. Additionally, you can ski on the Kaunertal glacier until 07.06.2020 and on the Hintertux glacier until 02.08.2020.

**2. What do I have to do to activate the SCT for the summer?**

No action is required from the SCT holder. The 19/20 season keycards will be activated automatically. If the keycard has already been returned, a new SCT-keycard can be requested at one of the lift ticket offices. With the first-time use at a lift cash desk of a cable car station, the cardholder accepts the General Terms and Conditions as well as the Supplementary Terms and Conditions (Terms of Use Summer 2020). You can find the GTCs online at [snowcard.tirol.at](http://snowcard.tirol.at) and the Supplementary GTCs are also displayed at the ticket offices and access points to the mountain railways.

**3. In winter, several ski busses are for free. How is that in summer?**

Free transport possibilities and offers only exist in winter in order to facilitate the way to the cable car station for guests with ski equipment. Thus, in summer a free usage of public transport systems with the SCT is not possible.

**4. Can I use the SCT to transport my bike with the lift?**

In principle, the SCT solely authorizes the transport of people on the open lifts of the participating cable cars (= hiking ticket).

The range of leisure activities offered by the Tyrolean mountain railways is extensive and varied. Each individual cable car company is responsible for their own package offer. For this reason, it is not possible to make a general statement on the scope of services or inclusive services on offer. In addition, not all mountain railways have the necessary infrastructure to transport bulky equipment such as bikes, paragliding equipment, etc. Please enquire at your chosen mountain railway about the respective transport regulations, extra costs and possible tariffs.

**5. Can I use the summer toboggan runs with the SCT?**

Usually, the summer toboggan runs must be paid for separately.

For information on the conditions and prices for the use of summer toboggan runs, please contact the provider directly.

**6. Can I also use the SCT to visit fee-based adventure experiences on the mountain?**

There are approximately 90 Tyrolean partner mountain railways of SCT with summer operation, who also offer a wide range of different mountain experiences for the whole family in the summer. Most of the adventure worlds on the mountain are free of charge.

Offers which are not free of charge have to be paid on site. In principle, SCT is solely authorized to transport passengers on the open lifts of participating cable cars. You can find out whether adventure offers are included or free of charge, or which individual terms of use and fees apply, by contacting the selected mountain railway.

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7. **Can I use the SCT multiple times in one day (e.g. for biking, paragliding and/or skiing)?**  
Cardholders may use the SCT one time a day during the course of their passenger transport operations. Tickets for multiple lift rides e.g. for downhillers and paragliders can be purchased on site.

8. **What do I have to consider regarding COVID-19 Coronavirus safety precautions when using the mountain railways?**  
Coronavirus safety precautions for the use of the mountain railways are regulated by the cable car authorities and the Cable Car Association and are currently still being developed. As soon as the information is available, it will be provided.

9. **What are the entry regulations from Germany and Switzerland to Austria/Tyrol?**  
As of the 15.06.2020, the borders to Germany and Switzerland will be officially opened. Please inform yourself in a timely manner about the requirements for crossing the border as well as any entry regulations to Tyrol in your home country.

The following links provide current information from the Austrian Federal Ministry:

Border control measures at Austria's borders

<https://bmi.gv.at/news.aspx?id=314A5A707A4547684D55733D>

Relaxation of border traffic between Austria, Germany and Switzerland

<https://www.bmi.gv.at/news.aspx?id=483250524D315679722F493D>

Travel FAQs

<https://www.sozialministerium.at/Informationen-zum-Coronavirus/Coronavirus---Haeufig-gestellte-Fragen/FAQ--Reisen-und-KonsumentInnenschutz.html>

Details of the guidelines for services in tourism and transport can be found on the Tirol Werbung Tourist Board information page: <https://www.tirol.at/informationen-coronavirus>

10. **What are the entry regulations from Italy to Austria/Tyrol?**  
Status 22.05.2020: Unrestricted entry from Italy to Austria is currently not possible. This may be subject to change. Please enquire at your corresponding reliable information portals and information centres for changes and updates.
11. **Which mountain railways/lifts are open in the summer?**  
An overview of summer operating cable cars, which as SCT partners can be used with your SCT, can be found at [snowcard.tirol.at](http://snowcard.tirol.at) under „All ski areas“.
12. **Where can I find the opening hours of the mountain railways/lifts in the summer?**  
You can find the current opening times of the mountain railways and their lift facilities at [snowcard.tirol.at](http://snowcard.tirol.at) under „All ski areas“.
13. **Where can I find the General Terms and Conditions and the new Supplementary Terms and Conditions of the SCT?**  
You can read the General Terms and Conditions online at [snowcard.tirol.at](http://snowcard.tirol.at) ([https://snowcard.tirol.at/pdf/sct-agbs-19\\_20.pdf](https://snowcard.tirol.at/pdf/sct-agbs-19_20.pdf)).  
The Supplementary GTCs concerning terms of use in summer 2020 can also be found on the website [snowcard.tirol.at](http://snowcard.tirol.at) (<https://snowcard.tirol.at/pdf/sct-agb-ergaenzung-2020-2505.pdf>).

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**14. If I don't want to use the SCT in summer or am not allowed to enter Austria/Tyrol, is there an alternative remuneration or compensation for the cancellation of the ski days in winter 2019/20?**

Unfortunately not. The extension of the period of validity allows the use of the Snow Card Tirol in accordance with the partner cable cars with summer operation, after the use of the card was no longer possible after 15.03.2020, due to the restrictions and closures imposed by the authorities and, which cannot be influenced by the partner companies of Snow Card Tirol. This is a joint decision of the 90+ cable car members of SCT. No other type of compensation or individual goodwill regulation for the premature closure of the cable cars and lifts in winter 19/20, due to COVID-19 is planned and, in view of the potential individual expectations of over 20,000 SCT customers, can neither be organisationally nor technically implemented.

**15. If I use the SCT in the summer, do I thereby agree to a compensation for the loss of skiing days in winter 2019/20?**

Yes. With the first-time use of the SCT in the summer until 02.08.2020, the cardholder thereby agrees to the Supplementary Terms and Conditions.

**16. Which tourist guidelines are to be followed in general?**

The Tirol Werbung Tourist Board information page provides a detailed overview of tourist guidelines:

<https://www.tirol.at/informationen-coronavirus>

Recommendations for the „Practise of mountain sports in times of Corona“ have been compiled by the Alpine clubs of Austria:

[https://www.alpenverein.at/portal/news/aktuelle\\_news/2020/2020\\_05\\_01\\_bergsport-in-coronazeiten.php](https://www.alpenverein.at/portal/news/aktuelle_news/2020/2020_05_01_bergsport-in-coronazeiten.php)

**Please note!**

Special conditions of use of individual mountain railways concerning the general validity of the Snow Card Tirol remain valid during the period of the extension of validity until 02.08.2020 and can be read on [snowcard.tirol.at](http://snowcard.tirol.at) under the General Terms and Conditions, as well as in the category „All prices“. This applies in particular to the Tiroler Zugspitzbahn as well as the summer toboggan runs. Further information can be obtained from the respective cable car companies.

This information has been compiled to the best of our knowledge and belief. COVID-19 developments and/or any legal adjustments and restrictions must be respected. No liability is accepted for changes to or the accuracy of information provided by third parties.