

ZELL AM SEE-KAPRUN

GUEST GUIDE



DEAR GUESTS, DEAR FRIENDS,

we are happy to welcome you to Zell am See-Kaprun!

With this guest brochure, you are well equipped to feel like a real insider. The brochure provides you with everything you need to know, so that you don't miss out on any of our wide range of activities and experiences. Plus, you'll better understand and love our little Austrian idiosyncrasies. Who would have thought that order and punctuality is almost like a sport here, and that a good and proper "Grüß Gott" is just as important as snow in winter or sunshine in summer.

Yes, we have our guidelines. But don't worry, we don't take ourselves too seriously and are looking forward to getting to know your culture too. This brochure is your personal travel companion, telling you how to move between mountain panoramas and Kaiserschmarrn in style like a local. We may be attached to our traditions, but our hearts and doors are open to anyone who comes to us with a good portion of humour and curiosity.

Zell am See-Kaprun is a wonderful retreat, surrounded by magnificent mountains, lakes, and the glacier. A unique trio that lets you forget everyday life in an instant. With numerous pearls of nature and a wide range of activities for the whole family, there is no time for boredom here.

We are there for you if you have any questions or need information. We want your stay with us to be as pleasant and unforgettable as possible.

Your team from Zell am See-Kaprun!



WHERE A SMILE IS PART OF EVERYDAY LIFE

Deep valleys, high mountains, special characters.

We Austrians are hosts with humour that not everyone immediately understands. We love a well-organised life and our individual freedom, Wiener schnitzel and Kaiserschmarrn. We are endearingly stubborn people, and by no means always perfect.

Nevertheless, or perhaps precisely because of this, social rules, values, and traditions are our secret recipe for harmony. Like the secret spices in a perfectly prepared dish: you can't see them, but they are crucial to the flavour.

These rules and attitudes range from the way we respect and protect our environment, to appreciating our cultural traditions and travelling safely from one place to another. It is this mix of respect, responsibility and a pinch of humour that makes our alpine community so unique and guarantees the high quality of life in our wild mountain landscape.



WOULD YOU LIKE TO BECOME PART OF THIS COMMUNITY?

Everyone is welcome. Whether in jeans, traditional costume, or T-shirt, with a sun hat or baseball cap. It is not what you wear, but the respectful interaction that radiates beyond any attire and, of course, your happy smile that matter to us.

EXPERIENCES FOR EVERYONE

EXPERIENCE ZELL AM SEE-KAPRUN

An abundance of experiences for everyone: the trio of glacier, mountain and lake in Zell am See-Kaprun is a unique combination. The fun on your summer holiday starts in the crystal-clear waters of Lake Zell at 750 metres above sea level and extends to over 3,000 metres on the Kitzsteinhorn glacier.

Whether connoisseur or sports enthusiasts, young or a bit older, single, couple or family with children (and grandparents) - the trio of glacier, mountain and lake is finely tuned to the needs of everyone. True to the motto of Zell am See-Kaprun: Alps at their very best.

Fancy hiking, biking, trail running, golf, yoga, SUP, swimming, or paragliding? Here, everyone will find the perfect experience and sporty challenges that provide variety. How about wakeboarding on Lake Zell, your first three-thousand-metre-high mountain, or gravel biking on designated routes with a magnificent panorama?

No matter what, no matter how: This trio of glacier, mountain and lake will make the heart beat faster!



FUN IN THE GREAT OUTDOORS

Safety is our top priority. Whether biking, hiking, or flying - our experienced mountain guides, instructors, and coaches make sure that you can enjoy nature without any worry. We also provide top equipment and tours full of variety.



OUTDOOR GUIDE

- ♥ Please only cycle on designated bike trails. You should push your bike on footpaths and hiking trails.
- ♥ Only use your mobile phone with headphones when cycling.
- ♥ Helmets are compulsory for children up to the age of 12 when cycling. We also recommend that all other cyclists wear a helmet.
- ♥ Swimming is permitted in our many indoor and open-air pools and designated bathing areas. You can freely choose your swimwear - from swimming trunks to swimming costumes, bikinis and burkinis.
- ♥ Please do not leave any rubbish in the countryside and use the rubbish bins provided.
- ♥ Always stay on the marked trails and do not pick any plants.
- ♥ Keep the noise level to a minimum, thus not to disturb wildlife or other guests.
- ♥ Avoid collisions on narrow trails: When hiking and cycling, keep on the right and overtake on the left.
- ♥ Always wear suitable safety equipment for activities such as climbing, water sports or mountaineering.

FUN FOR EVERYONE

Travelling with the family? Then is Zell am See-Kaprun the ideal adventure playground! Whether with the dragon Schmidolin on the Schmittenhöhe, splashing around in Lake Zell, or in the Ice Arena high up on the Kitzsteinhorn glacier. Those who want to can use the Maisi Flitzer or enjoy the sun at the lidos. In short: nobody gets bored here.



IT'S ALL HAPPENING HERE!

A different activity every day - that's the motto of the children's and family programme. Hiking tours with alpacas, including a search for gold and gems, as well as climbing and horse whispering are on the agenda from May to October.



FOR THE FOUR-LEGGED FRIENDS

Our region offers dog owners stunning views as well as numerous leisure facilities for joint activities.



But please bear in mind that dogs must be kept on a leash in the entire municipal area of Zell am See and Kaprun, and that muzzles are compulsory on the cable cars. Dogs are allowed to run and play freely in our dog zones such as on the Erlberg or the Klammssee reservoir. Dogs must also be kept on a leash on the hiking trails on the mountain. Staff at many restaurants - in the valley and on the mountain - are happy to welcome dogs.



DOG GUIDE

- ♥ Your dog must always be kept on a leash in parks and on busy footpaths.
- ♥ Your dog must wear a muzzle when travelling on public transport and at some events as well as at some shops and in other crowded places.
- ♥ Every dog must be identifiable by a microchip.
- ♥ Your dog needs a valid pet passport issued by a vet, and up-to-date rabies vaccination.
- ♥ Nothing speaks against splashing around in the water, as long as the leash or muzzle requirement is observed. However, dogs are prohibited at lidos and in public bathing areas.

GREEN & GREAT

Preserving our ecological heritage while remaining an attractive holiday destination is our top priority. We live not only from tourism, but also with our guests!



**Would you
like to help?**

We enjoy the view of the Hohe Tauern, are passionate about skiing, stop for refreshment at the mountain huts and appreciate our local produce. We were particularly pleased to receive the "Best Tourism Village 2022" award from the World Tourism Organisation UNWTO, as it confirms that we are on the right track.

How do we achieve this? By remaining creative and persistent and, as a climate and energy model region, by focusing on environmentally friendly practices to minimise CO2 emissions and protect our natural resources. Almost everything, from the cable cars to the light switches, runs on green electricity - even our kitchen devices and ovens. Our chefs attach great importance to using regional products.



MOBILITY CARD

valid from 1 May to 31 October

More relaxed and environmentally friendly through Zell am See-Kaprun? Then use the Pinzgau Mobility Card. Valid from 1 May to 31 October, the card includes all public transport - from the first night of your stay.



ENVIRONMENT GUIDE

- ♥ Cleanliness is very important to us in Zell am See-Kaprun. We would be delighted if you could help us to protect the environment by throwing your rubbish in the bins provided, and separating and recycling it. For example, we separate plastic, glass, cardboard/paper, residual waste, and organic waste.
- ♥ Please always use the correct bins for your waste. There are signs in public places and parks that show you where you can dispose of different types of waste.
- ♥ Keep nature, public spaces, and toilets as clean and inviting as you would like to find them.
- ♥ Stay on the designated trails and avoid disturbing plants and animals.
- ♥ Our water comes directly from the mountains and is fresh and pure. Therefore, the tap water can be enjoyed at every accommodation.

A GOOD NIGHT'S SLEEP

Here, where the day doesn't end before the stars twinkle over the mountains, everyone will find their perfect retreat! However, it is not always easy to find a place to sleep in the peak season. If you want to be on the safe side, you should book early.



Whether 5-star hotel, B&B, or holiday apartment – all our accommodation options are superbly equipped. sind alle top ausgestattet!



Check-in times? Just as individual as your dream holiday! But every hotel in our region ticks a little differently and there is no standardised rule. One call is all it takes and all questions are answered. Anyone travelling with children will appreciate the special family hotels, which often offer play areas and childcare in addition to their own cots and children's menus.



ACCOMMODATION GUIDE

- ♥ Please respect the quiet times: at nighttime from 10pm - 7am
- ♥ Waste should be disposed of in the bins provided.
- ♥ Costs for cleaning or repair may apply in the event of damage, soiling or other contamination
- ♥ Daily cleaning is not standard in terms of sustainability and varies from accommodation to accommodation.
- ♥ When booking, please specify all fellow travellers, including children, so that the accommodation provider can prepare everything perfectly for you.



Barbecues in public places

Barbecues are permitted in Zell am See-Kaprun, but open fires are strictly prohibited. Public barbecue areas are located along the road towards the Kitzsteinhorn. After the Klammsee reservoir, there are designated barbecue areas available, but without equipment or prefabricated fire pits. Please bring your own equipment.



Accessibility when out and about

Accessibility is no problem in Zell am See-Kaprun! Our "Adventure Excursions" brochure features a wheelchair pictogram to mark the accessible sights. Highlights include a boat trip on Lake Zell and a trip to the Schmittenhöhe or the Kitzsteinhorn for an unforgettable view. There are also some accommodation establishments ensuring accessibility.

MOMENTS OF ALPINE DELIGHT

In Zell am See-Kaprun, you can look forward to a variety of flavours - including vegetarian and vegan, which are as diverse and unique as the landscape itself. The traditional and innovative cuisine of Zell am See-Kaprun is a perfect blend of savoury and sweet dishes that are deeply rooted in the local culture.



Pinzgauer Kasnocken



Bauerngröstl



Pinzgauer Bladln



Cheese dumpling soup

SWEET DISHES



Kaiserschmarren



Salzburger Nockerl



Sweet bilberry pancakes

CULINARY DELIGHTS

Reason enough for the chefs and hut keepers to focus on the authentic, regional, and traditional flavours of local cuisine, and to treat their guests' palates to Alpine cuisine as well as international culinary specialities. And all this from the very top - the TOP OF SALZBURG on the Kitzsteinhorn at over 3,000 metres, right down into the valley and the lake. Whether traditional Alpine cuisine or exquisite Toque-awarded dining, you will find unique gourmet experiences in Zell am See-Kaprun. It's definitely worth trying.



CULINARY GUIDE

- ♥ Honey, sausages, or dairy products - if you want to know where the products come from, it's best to visit the producers. You can buy everything you need for a traditional snack as well as typical regional souvenirs at many fine food shops.
- ♥ Enjoy exciting new interpretations of fine haute cuisine.
- ♥ Experience culinary delights at the region's excellent Toque-awarded restaurants.
- ♥ Combine your discovery tours with culinary breaks at quaint mountain huts.
- ♥ Our restaurants serve a wide range of diverse dishes. Whether vegan, vegetarian, or other special dietary requirements - we have something for everyone.
- ♥ In some restaurants, the service staff speak English as well as other international languages. This means that everyone can relax and embark on a culinary journey of discovery.

SHOP, STROLL & RELAX

Our pedestrian zone in Zell am See or our village centre in Kaprun are more than just shopping streets. They are a melting pot of cultures, where traditional craftsmanship is combined with modern design. The best place to discover and explore the facets of our region, which proudly cultivates its roots and at the same time looks to the future, is here.



From concept stores to chic boutiques, the shops beckon with local and international fashion trends as well as exclusive designer clothes with individual personal shopping. You will find all the necessary equipment for mountain, winter, and water sports at the sports outlets. In between, there are traditional craft shops that tell the stories of generations. These are real treasure troves for original souvenirs and keepsakes. But there are also many cosy cafés. After all, where does a freshly roasted coffee taste better than with a view of the imposing Kitzsteinhorn glacier or the glistening Lake Zell?



OPENING HOURS

The proprietors of shops and restaurants adhere to fixed opening hours and prices. Most shops open on weekdays from 9 am – 6 pm or 7 pm, and on Saturdays from 9 am – 5 pm. Restaurants usually open between noon and 10 pm. Cafés often serve breakfast in the morning.

ALPINE WELLNESS

Fancy some relaxation? Feeling good and switching off? No problem in Zell am See-Kaprun. Because wellness and enjoying nature go hand in hand here. While some treat themselves to a beauty session at the day spa, others relax with a massage or sweat in the sauna.

But saunas and wet areas are not everyone's cup of tea. How about a walk along the crystal-clear Lake Zell or on the lush green mountain meadows instead? Listen to the soothing sounds of nature and enjoy the view of the majestic mountains. There is hardly a better way to leave everyday life behind and immerse yourself in the here and now.



LIFESTYLE GUIDE

- ♥ Enjoy the peace and quiet in the wellness areas. It's best to switch off your mobile phone or put it on silent and immerse yourself in the relaxing atmosphere.
- ♥ The right clothing ensures that everyone feels comfortable at the indoor pools and spas.
- ♥ Whether for a spa treatment or a bus, punctuality signals appreciation for the staff and other guests.
- ♥ Local produce is not only unique, but also supports local producers.
- ♥ A small tip after a restaurant visit (10-15%) is a nice way to say thank you.



FINALLY ARRIVED

Here, in one of Austria's most beautiful regions, the mountains are high, the lakes are clear and the rules... well, let's just say they are unavoidable. So that you can enjoy your stay carefree and not becoming unwantedly the centre of attention, here are the most important rules of conduct on the road and useful telephone numbers.

DRIVING IN ZELL AM SEE-KAPRUN

Road safety: Obeying the traffic rules is very important in Austria. These rules are especially important for your safety if you travel with children.



The Austrian road network is very well developed, but you must always adhere to the speed limits: 50 km/h in built-up areas, 100 km/h on state roads and 130 km/h on motorways. Using the motorway is subject to tolls!



Safety regulations: In Austria, as in the entire EU, everyone must wear a seatbelt. Children under the age of 14 and less than 150 cm in height must be transported in an appropriate child seat. Only ride a motorbike with a helmet. Phoning while driving? Only with hands-free equipment!



Parking: To avoid traffic jams and parking tickets, we recommend only using public car parks and avoiding areas with heavy traffic.



Drinking and driving: There is a strict drink-drive limit of less than 0.5. Exceeding this limit can result in heavy fines and disqualification from driving.



Winter equipment: Cars and lorries with a total weight of up to 3.5 t must be fitted with winter tyres on all wheels from 1 November to 15 April when there is snow or ice.



CURRENCY & PAYMENT



Currency

The currency in Austria is the Euro. Guests from the euro zone can pay as usual. Travellers from non-euro countries should keep an eye on the current exchange rate.



Bargaining

Prices are fixed in all shops. You can sometimes negotiate discounted prices at flea markets and farmers' markets.



Cash & cards

Although many shops accept credit cards - you will see the respective card logo at the shop entrance - some cash for small purchases and tips always comes in handy.

MAIL & COMMUNICATION



Postal services

The three central post offices in Zell am See, Schüttdorf and Kaprun are hard to miss thanks to their clear post office labelling.



Phone calls

Thanks to EU roaming, many guests can use the usual services of their providers in Austria. In exceptional cases, mobile phone providers may charge additional costs; this must be stated in your contract. Free WLAN hotspots are also available in many places.



CARDS & TICKETS

With our special holiday cards, you can discover every corner of the region. Whether mountain peaks, crystal-clear lakes, or cultural treasures - there are a suitable tickets and numerous bonus services for everyone.

CARDS FOR PURCHASE Your ticket to the great outdoors

The Hike & Swim Ticket

Perfect for all those who want to explore both mountain and lake.

The SalzburgerLand Card

This card opens the door to numerous attractions far beyond Zell am See-Kaprun.

INCLUDED CARDS More holiday for less money

The Guest & Mobility Card

Free with every overnight stay in Zell am See-Kaprun. Using this card, travelling on all public transport is free of charge. The guest card is your key to great mountain adventures and exciting excursions.

The Zell am See-Kaprun Summer Card

Included at many partner businesses. It is the free ticket to many top attractions in the region.



TOURIST INFORMATION

The experts at the Zell am See and Kaprun tourist information centre know the most popular hiking and cycling routes, recommend inviting accommodation establishments, and reveal exclusive tips for culinary experiences.

EMERGENCY & BREAKDOWN ASSISTANCE



Ambulance

144



Mountain Rescue

140



Fire brigade

122



Police

133



General
Emergency
Number

112



ÖAMTC
breakdown
service

120



ARBÖ
breakdown
service:

123

ZELL AM SEE TOURIST INFORMATION

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ENJOY & DIVE IN

The whole region in one app.

