

# HOUSE AND BATHING REGULATIONS

Esteemed guests of the St. Kathrein thermal spa! With the purchase of an entrance ticket, a seasonal or a year card you enter a bathing contract with the bathing establishment and thus acknowledge the following bathing regulations as contract terms.

## 1. Obligations of the bathing establishment

### 1.1. The granting of use of the facilities, risk assumption of the guests

- (1) The bathing establishment allows the guests to use the facilities of the bathing establishment at their own risk within the framework of the regulations.
- (2) Neither the bathing establishment nor the staff are able generally to prevent accidents. The guests themselves particularly bear the associated risks of practicing sports offered in the bathing area.
- (3) The same applies for injuries and other interventions to the personal sphere of the guests through other guests or other third parties who are not staff of the bathing establishment.
- (4) The bathing establishment has only the following obligations towards guests.

### 1.2. Opening times and granting of admission

- (1) The bathing establishment is obliged to allow visits during the opening times made known on placards or by the supervisory staff.
- (2) If the official permitted number of visitors has been exceeded, with the help of the responsible staff the bathing establishment can prohibit the entrance of further visitors. In these cases the prospective visitors must reckon with waiting times. Season- and year card holder can not claim a general access right in this case. In the distribution of access they are equal to the day visitors.
- (3) The bathing establishment reserves the right without giving reasons to prohibit the admission of persons whose visit to the baths appears to give cause for concern.

### 1.3. Condition and operation of the facilities

- (1) The bathing establishment guarantees that the facilities are built, operated and maintained according to regulations. In particular the bathing establishment must adhere to all valid hygiene and safety regulations. There are no further obligations of the bathing establishment.
- (2) As soon as the bathing establishment becomes aware of a malfunction, fault or damage to a facility where the safe operation is no longer guaranteed, the bathing establishment will immediately forbid the use of the malfunctioning facility or will limit its use in an appropriate way.
- (3) The spa visitor himself is responsible for adhering to the regulations of the supervisory staff.

### 1.4. Checks of adherence to the bathing regulations

With the aid of the staff responsible, the bathing institute carries out checks within reasonable bounds of the adherence to the bathing regulations by guests and other persons present in the grounds of the bathing establishment. If disorderly conduct is discovered, the persons concerned will be warned and can be expelled from the grounds if necessary. For the safety of the spa guests and as protection against vandalism security cameras have been installed in the spa.

### 1.5. Assistance in case of accidents

If an accident occurs, with the help of the staff responsible the bathing establishment will immediately undertake measures of assistance within reasonable bounds.

### 1.6. Assistance in warding off threatened danger

If guests credibly report a threat of danger for the health and life of guests to the bathing establishment, the bathing establishment with the help of their staff will endeavour within reasonable bounds to avert this danger.

### 1.7. No possibility of supervision of minors, those under age, handicapped or non-swimmers

The bathing establishment and its staff are not in a position and thus not obliged to supervise minors, those under age or physically or mentally handicapped persons or non-swimmers. For this reason, children under 12 years of age are only admitted to the thermal spa if accompanied by an adult.

### 1.8. Liability of the bathing establishment

- (1) The bathing establishment is only liable for damages that they or their staff have caused the guest through illegal conduct, in particular culpable conduct contrary to contract.
- (2) The bathing establishment is not liable for damages caused by violation of bathing regulations or any other user regulations or through non-compliance with staff instructions, nor through the damaged person's own fault or through unavoidable events or acts of God, particularly through interventions by third parties. Contributory negligence leads to corresponding apportioning of damages. The same applies correspondingly to any particular user regulations displayed for respective equipment and facilities (e.g. for slide, diving tower, sauna etc.) as well as for all user prohibitions or limitations in the sense of point 1.3. section 2.
- (3) The bathing establishment is not liable for damages to objects caused by contact with water.
- (4) The use of parking spaces is at one's own risk. The bathing establishment is neither obliged to keep parking spaces under surveillance nor to maintain the area and other facilities in a condition to prevent damage to vehicles (e.g. through nails, broken glass or potholes in the area).

## 2. Obligations of guests

### 2.1. Admission tickets, chip bracelets, prepaid cards; charges

- (1) The use of the bathing facilities is only permitted with a valid admission ticket according to tariff regulations. The tariff regulations are part of the bathing regulations.
- (2) Receipts should be retained throughout the visit to the spa. Lost receipts or chip bracelets will not be replaced.
- (3) Due to the valid tariff regulations a security deposit may be required for chip bracelets issued.
- (4) Admission tickets and issued chip bracelets are to be returned when leaving the baths.
- (5) A deposit of 50.00 € is to be paid if a chip bracelet is lost.

### 2.2. Supervision of children, those under age, handicapped or non-swimmers

- (1) Parents, carers or other persons with legal responsibility must make proper arrangements for the supervision of children, minors, non-swimmers and handicapped persons.
- (2) These legally responsible persons are also responsible for supervision if they leave the grounds of the bathing establishment prematurely.
- (3) The respective valid youth protection laws, particularly with regard to the ban on alcohol and smoking, prohibition of entry, obligations of parents/legal guardians are to be adhered to by young people and their parents/guardians.
- (4) The wearing of diving goggles and similar utensils in the sauna area is prohibited without exception.
- (5) Admission to hall I, wellness pool is not allowed for children under 16 years of age. It is up to the thermal bath to allow access for children under 16 years old temporarily or permanently. In this case it applies the poster on the door to Hall I.

### 2.3. Supervision in group visits

- (1) In the case of group visits, for schools the person legally responsible for supervision, and for clubs and other organizations the responsible official must ensure that the bathing regulations are adhered to and they bear full responsibility for this. The above-named supervisory persons must be present for the entire time of the group visit.
- (2) These supervisory persons must liaise with the supervisory staff of the bathing establishment to ensure that normal general bathing is not disturbed by the group.
- (3) The supervisory person of the group must ensure that there is no running in the entire thermal spa building, in order to avoid accidents.

### 2.4. Instructions of the bathing establishment staff

- (1) Guests are obliged to comply unreservedly with the instructions of the responsible staff of the bathing establishment. This also applies if the guest is of the opinion that the instruction given is not justified.
- (2) Anyone who violates the bathing or user regulations for certain facilities (e.g. slide, sauna) or disregards restrictions in the sense of point 1.3. section 2, or goes against the instructions of the responsible staff can be expelled by the staff from the baths without claim to a refund of the admission fee.
- (3) In particular cases future visits may also be prohibited.

### 2.5. Regulations for hygiene

- (1) Guests are obliged to cleanliness in the entire bathing establishment.
- (2) Bathing shoes should be worn in the barefoot area. Wearing street shoes is forbidden here.
- (3) Anyone with an infectious disease may not visit the baths.
- (4) For hygienic reasons guests should shower before entering the pool.
- (5) The use of soap, shampoo or wash powder as well as the washing of swimming costumes in swimming and bathing pools is prohibited.
- (6) Rubbish (bottles, glasses, cans, paper etc.) should be disposed of in the provided rubbish bins. The resting area should be left in a clean condition.
- (7) The use of glass containers is not allowed in the barefoot area.
- (8) In deliberate soiling of the pool (snow, earth or other materials), the cleaning costs must be borne and the guest must reckon with immediate expulsion from the spa.
- (9) Prams may not be taken into the sauna/swimming area.
- (10) The beds in the relaxing areas may only be used dry and with a towel as a base.
- (11) The saunas may only be used with a towel as a base. It does not allow welding directly on the wood.
- (12) The wearing of bath textiles in the sauna area is not allowed. The guest is free to cover themselves by a bathrobe and/or a bath towel.
- (13) For Hall I there are temporary access prohibitions for children under the age of 16 (note the notice). The use of the pool for Hall I is only permitted for children and adolescents who are able to swim independently without swimming aid, taking into account the age restriction.

### 2.6. Restriction of hazards and annoyances

- (1) Every guest is obliged to show consideration for the other guests particularly with respect to noise. Everything should therefore be refrained from which is an annoyance or even a hazard for other guests.
- (2) The fences of the grounds should not be climbed on or over.
- (3) All facilities of the bathing establishment may only be used for their intended purpose (e.g. children's paddling pool, non-swimmer area, water slides).
- (4) Mobile phones are strictly prohibited in the entire sauna landscape.

### 2.7. Outside pool and slides

- (1) It is prohibited to use the outside pool in an (approaching) thunderstorm in order to avoid injuries.
- (2) If the staff instructs clearance of the outside pool or slides, this appeal must be complied with immediately.
- (3) The displayed rules of conduct are valid for the slides.

### 2.8. Bringing in and loss of objects, parking cars

- (1) No liability is borne for objects of value brought into the grounds.
- (2) Found objects will be deposited at the pay desk.
- (3) Vehicles or other objects may only be parked in such a way that entrance to the bathing establishment, particularly with regard to ambulance, fire or police is not hindered.

### 2.9 Reporting obligation / assistance obligation

- (1) Accidents, thefts and complaints are to be reported immediately to the responsible staff or to the bathing establishment management.
- (2) Every guest is obliged to administer necessary first aid or other forms of assistance.

### 2.10 Other commercial activity / advertising

Every kind of commercial activity or advertising in the area of the bathing establishment requires the owner's permission.