

GENERAL TERMS AND CONDITIONS FOR ANNUAL, HALF-YEAR AND SEASON TICKETS OF THE THERME ST. KATHREIN BETRIEBS GMBH as of

§1 Scope of application

These General Terms and Conditions apply to all annual, half-year and season tickets of Therme St. Kathrein. Deviating terms and conditions of business or contract shall not be recognised by Therme St. Kathrein or shall only apply in the event of written confirmation by Therme St. Kathrein. In the event of an acknowledgement, this shall be limited to the respective transaction. Furthermore, these General Terms and Conditions shall apply to all further legal transactions with the business partner. Further fundamental provisions: E-Commerce Act, Consumer Protection Act (KschG) as well as other applicable law, house and bathing rules of Therme St. Kathrein.

§2 User times

There is no time limit on the use of the St. Kathrein Thermal Baths during the fixed operating hours.

The current operating hours are published / posted on our homepage www.therme-kathrein.at, as well as in the Thermal Bath itself.

If the officially permitted number of visitors is exceeded, Therme St. Kathrein may, with the assistance of the responsible staff, prohibit the admission of further visitors. In such cases, those wishing to visit must expect waiting times. A basic daily quota of admissions is provided for annual, half-year and season ticket holders. If this quota is exhausted, annual, half-year and season ticket holders cannot claim a general right of admission. In this case, they shall be treated in the same way as day guests with regard to the order of admission when guest capacities become free.

Therme St. Kathrein reserves the right to refuse admission to persons whose admission to the baths appears questionable without giving reasons.

§3 Validity

The validity of the respective cards is as follows:

- The annual ticket is valid for 365 days. The validity begins on the day of purchase.
- The half-year ticket is valid for 183 days. The validity begins on the day of purchase.
- The summer season ticket is valid from 01 May to 31 October each year.
- The winter season ticket is valid from 01 November to 30 April of the following year.

§4 Transferability

None of the above-mentioned cards are transferable, they are personal and only valid with a photograph. In the event of misuse of the annual, half-year or season tickets, the respective ticket will be confiscated without entitlement to compensation. In the event of misuse, the Thermal Bath reserves the right to claim liquidated damages in the amount of the purchase price of the respective card.

§5 Return / Exchange / Extension

Annual, half-year and season tickets are not returnable or exchangeable.

In principle, there is no entitlement to renewal of the respective tickets.

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§6 Refund

If the Therme St. Kathrein is closed after the purchase of one of the above-mentioned tickets due to an official closure or in consideration of the health of the guests and/or employees of the Thermal Bath, there is in principle no entitlement to a refund or an extension of the respective tickets for the period of closure. However, when purchasing a new annual, half-year or season ticket, a percentage discount will be granted on the purchase of this new ticket, depending on the duration of the closure. This price reduction is checked / calculated individually and depends on various factors (amortisation calculation): Duration of closure, number of days used, amount per basic admission, permanent percentage.

§7 Revisions

For the duration of the annually required and officially prescribed inspections, there shall be no price adjustment, extension of the term or any other form of remuneration for the annual, half-year or season tickets. The inspection periods are already included in the purchase price of the tickets. During the revision periods, only partial areas of the Thermal Bath will be accessible (partial area opening). The inspection times will be announced in good time on our website www.therme-kathrein.at, in the social media and by publications in the Thermal Bath.

§8 Deposit / Loss / Blocking

A card deposit of € 20.00 is payable when purchasing an annual, half-year or season ticket. This deposit will not be refunded if the card (chip wristband) is lost or damaged. This procedure must be documented and confirmed by the cardholder's signature.

§9 Liability

Section 1.

Claims for damages by the contractual partner against Therme St. Kathrein are excluded, except in cases of intent and gross negligence.

Section 2.

The exclusion according to section 1 shall furthermore not apply if Therme St. Kathrein culpably violates obligations which constitute the essence of the contract (cardinal obligations), furthermore not in case of culpable injury to life, body and health of the buyer.

§10 Video surveillance

For safety reasons, the Thermal Bath shall be video-monitored in order to ensure the physical integrity of the visitors, as well as to safeguard legitimate interests for specifically defined purposes of the Thermal Bath. The visitors expressly agree to this surveillance and video use.

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§11 Data protection

Therme St. Kathrein undertakes not to pass on the data required for the purchase of the respective tickets to third parties without authorisation, in compliance with the provisions of the Data Protection Act. Apart from that, we refer to our data protection declaration.

§12 Entry into force

These General Terms and Conditions shall be valid as of April 2022.

§ 13 Final provisions

Should any of the above provisions be invalid in whole or in part, this shall not affect the validity of the other provisions. All other provisions of these General Terms and Conditions shall remain valid. In place of the invalid provision, a valid provision that comes closest to it in terms of content and purpose shall take effect.