

House and bathing rules

As of 01 September 2022

Dear guests of the Therme St. Kathrein! With the purchase of an admission ticket, an annual or half-year ticket, you conclude a bathing contract with Therme St. Kathrein Betriebs GmbH (hereinafter referred to as „Thermal Bath“) and thereby accept the following house and bathing rules as part of the contract.

1. The Thermal Bath's obligations

1.1. Granting of the use of the facilities, assumption of risk by guests

- (1) The Thermal Bath shall allow guests to use the facilities of the Thermal Bath within the scope of the provisions of these bathing rules at their own risk.
- (2) Neither the Thermal Bath nor the staff can generally prevent bathing accidents. In particular, the guests themselves shall bear the risks associated with the exercise of the sport or stay in the bathing area.
- (3) The same applies to injuries and other interventions in the guest's personal sphere by other guests or other third parties not belonging to the staff of the Thermal Bath.
- (4) The Thermal Bath shall only assume the obligations vis-à-vis the guests set out below.

1.2. Opening hours and granting of access

- (1) The Thermal Bath shall allow guests to visit during the opening hours announced on the notice board or by the supervisory staff.
- (2) 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 and half-year ticket holders. If this quota is exhausted, annual and half-year 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.
- (3) Annual and semi-annual tickets are not valid for external events.
- (4) The Thermal Bath reserves the right to refuse admission to persons whose admission to the baths appears questionable without giving reasons.

1.3. Condition and operation of facilities

- (1) The Thermal Bath shall be responsible for ensuring that the facilities are installed, operated and maintained in accordance with the regulations. In particular, the Thermal Bath shall comply with all applicable hygiene and safety regulations. The Thermal Bath shall have no further obligations.
- (2) As soon as the Thermal Bath becomes aware of a malfunction, defect or damage to a facility that no longer guarantees safe operation, the Thermal Bath shall immediately prohibit the use of the malfunctioning facility or restrict its use in an appropriate manner.
- (3) The bathers themselves are responsible for complying with the instructions of the staff in charge.

1.4. Monitoring compliance with the bathing rules

Within the bounds of what is reasonable, the Thermal Bath shall monitor compliance with the bathing rules by guests and other persons staying on premises of the Thermal Bath with the help of its responsible staff. If irregular behaviour is detected, the persons concerned will be warned and may be expelled from the premises if necessary. For the safety of bathers and to protect against vandalism, surveillance cameras are installed in the Thermal Bath.

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1.5. Assistance in the event of accidents

In the event of an accident, the Thermal Bath shall immediately initiate assistance measures with the help of its responsible staff within the bounds of what is reasonable.

1.6. Assistance in averting reported dangers

If the Thermal Bath, in particular the responsible staff, is credibly informed by guests of an imminent danger to the health and life of guests, the Thermal Bath, with the help of its staff, shall make reasonable efforts to avert this danger.

1.7. No possibility of supervision of minors, incapable, disabled persons and non-swimmers

The Thermal Bath and thus its staff are not in a position and therefore not obliged to supervise minors, incapable persons or physically or mentally handicapped persons and non-swimmers. For this reason, children under 12 years of age may only be admitted to the Thermal Bath if accompanied by a person of full age.

1.8. Liability of the Bath House

(1) The Thermal Bath shall only be liable for such damage as it or its staff has caused to the guest by means of unlawful conduct, in particular conduct in breach of contract and culpable conduct.

(2) The Thermal Bath shall not be liable for damage caused by disregard of the bathing rules, any other regulations on use or by failure to comply with the instructions of the staff, by any other fault on the part of the injured party or by unavoidable events or force majeure, in particular also by interventions by third parties. Contributory negligence leads to a corresponding division of damage. The same shall apply mutatis mutandis to any special rules for use posted at the respective equipment and facilities (e.g. for the slide, diving tower, sauna, etc.) as well as to any prohibitions or restrictions on use within the meaning of clause 1.3. section 2.

(3) The Thermal Bath is not liable for damage to objects caused by contact with water.

(4) The use of parking spaces is at your own risk. The Thermal Bath is neither required to guard parking spaces nor to maintain their surfaces and other facilities in order to protect vehicles from damage (e.g. caused by nails, broken glass or potholes on the surfaces).

1.9. 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.

1.10. 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.

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2. Guests' Obligations

2.1. Admission tickets, chip bands, prepaid cards; fees

- (1) Use of the Thermal Bath is only permitted with a valid admission ticket in accordance with the tariff regulations. The tariff regulations are part of the bathing rules.
- (2) Receipts must be kept for the entire duration of the visit to the Thermal Bath. Lost receipts or chip bands will not be re-issued.
- (3) A deposit of € 20.00 may be required for chip bands issued on the basis of the applicable tariffs.
- (4) The admission ticket and chip bands issued must be returned when leaving the pool.
- (5) A deposit of € 50.00 is required for lost chip bands.

2.2. Supervision of children, minors, non-swimmers and disabled persons

- (1) The supervision of children, minors, non-swimmers and disabled persons is the responsibility of the persons who are otherwise responsible for these persons (e.g. legal guardians or supervisors/carers).
- (2) These persons who are responsible for supervision shall remain responsible for supervision even if they leave the premises of the Thermal Bath prematurely.
- (3) The respective valid youth protection regulations, in particular alcohol and smoking bans, bans of stay, obligations of the legal guardians, are to be observed by the adolescents and their legal guardians.
- (4) The wearing of diving goggles and similar utensils is prohibited without exception in the pools of the sauna area.
- (5) Children under the age of 16 are not permitted to enter Hall I, Wellness Pool. The Thermal Bath is free to allow temporary or permanent access for children under the age of 16. In this case, the notice on the access door to Hall I shall apply.

2.3. Supervision for group visits

- (1) In the case of group visits, the supervisor responsible for pupils and the functionary responsible for clubs and other organisations must ensure compliance with the bathing rules and bear full responsibility for this. The above-mentioned supervisors must be present for the entire duration of the group visit.
- (2) These supervisors shall maintain proper consultation with the supervisory staff of the Thermal Bath in order to ensure that other normal bathing activities are not disturbed by the group visit.
- (3) The supervisor of the group shall ensure that there is no running in the entire Thermal Bath building in order to avoid accidents.

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2.4. Instructions of the staff of the Thermal Bath

- (1) Guests are obliged to follow the instructions of the responsible staff of the Thermal Bath without restriction. This also applies if a guest is of the opinion that the instruction given to him/her is not justified.
- (2) Anyone who violates the bathing rules or prohibitions on the use of certain facilities (e.g. slide, sauna) or restrictions within the meaning of clause 1.3. section 2 or who disobeys the instructions of the responsible staff may be expelled from the Thermal Bath by the latter or another representative of the Thermal Bath without any right to a refund of the admission fee.
- (3) In special cases, a ban on future visits may also be imposed.

2.5. Hygiene regulations

- (1) Guests are obliged to maintain the utmost cleanliness throughout the Thermal Bath.
- (2) The barefoot area should be entered with bathing shoes. Street shoes may not be worn there.
- (3) The Thermal Bath may not be visited with contagious diseases.
- (4) For hygienic reasons, a shower must be taken before entering the pool.
- (5) The use of soap, shampoos or detergents as well as the washing of bathing clothes in swimming and bathing pools is prohibited.
- (6) Waste (bottles, glasses, cans, paper, etc.) must be placed in the waste containers provided. The berth must be left in a clean condition.
- (7) The use of glass containers in the barefoot area is not permitted.
- (8) In the event of deliberate soiling of the pools (snow, soil or other objects), the cleaning costs for the pool are to be paid and immediate expulsion from the Thermal Bath is to be expected.
- (9) Prams may not be taken into the area of the Thermal Bath - own prams of the Thermal Bath are available for guests to use free of charge.
- (10) The arolla pine beds may only be used dry and with a towel as a base.
- (11) The consumption of food and drinks is prohibited in the arolla pine relaxation rooms.
- (12) The saunas may only be used with a towel underneath. No sweat must get directly onto the wood.
- (13) Bathing textiles may not be worn in the entire sauna area. Guests are free to cover themselves with a bathrobe and/or bath towel.
- (14) Children under the age of 16 are temporarily banned from accessing Hall I (see notice). The use of the pool for Hall I is only permitted for children and young people who can swim independently without a swimming aid, taking into account the age restriction.

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2.6. Refraining from endangering and harassment

- (1) Every guest is obliged to show consideration for other bathers, especially with regard to noise. Therefore, everything that harasses or even endangers other bathers must be refrained from.
- (2) The boundaries of the bathing area may not be climbed over.
- (3) All facilities and equipment of the Thermal Bath may only be used in accordance with their intended purpose (e.g. paddling pool, non-swimmer area, water slides).
- (4) Mobile phones are strictly prohibited in the entire sauna area.

2.7. Outdoor pool and slide area

- (1) The use of the outdoor pool is prohibited during (approaching) thunderstorms in order to avoid possible injuries!
- (2) If the supervisor asks for the outdoor pool or the slide to be cleared, this request must be complied with immediately.
- (2) The designated rules of conduct apply to the slide facility.

2.8. Solarium / Collarium

- (1) The tanning equipment is not available to persons under 18 years of age or to persons with skin types I and II.
- (2) The customer must inform himself/herself about the effects of the tanning process before use, as well as the operation of the device by reading the relevant notices.
- (3) Eye protection glasses are available to the customer, which can be borrowed from the cash desk.
- (4) A trained person in accordance with ÖNORM EN 16489-1 is available to the customer at all times for individual advice and support.

2.9. Bringing in and loss of objects, parking of vehicles

- (1) No liability is accepted for valuables brought into the bathing area.
- (2) Found objects will be deposited at the bathing cash desk.
- (3) Vehicles or other objects may only be parked in such a way that access to the bathing area is not obstructed, especially with regard to rescue, fire brigade or police operations.

2.10. Reporting Obligation / Obligation to provide assistance

- (1) Accidents, thefts and complaints must be reported immediately to the staff responsible or to the management of the bath house.
- (2) Every guest is obliged to provide the necessary first aid or other assistance.

2.11. Other commercial activity / Advertising

Any kind of commercial activity or advertising in the area of the bath house requires the owner's consent.