

1 Scope of Application

These General Terms and Conditions apply to all annual and half-year passes of Therme St. Kathrein. Any deviating business or contractual terms and conditions shall not be recognized by Therme St. Kathrein or shall only apply if expressly confirmed in writing by Therme St. Kathrein. In the event of such written acceptance, it shall be limited to the respective transaction. These General Terms and Conditions shall also apply to all other legal transactions with the contractual partner. The following fundamental provisions shall also apply: the E-Commerce Act, the Consumer Protection Act (KSchG), all other applicable laws, and the House and Bathing Regulations of Therme St. Kathrein.

2 Hours of Use

The annual and half-year passes may be used without limitation during the established operating hours of Therme St. Kathrein. The currently applicable operating hours are published on our website www.therme-kathrein.at and displayed at the thermal spa itself. Annual and half-year passes are not valid during external events. If the officially permitted maximum number of visitors is exceeded, Therme St. Kathrein may, with the assistance of the responsible staff, refuse admission to additional visitors. In such cases, visitors wishing to enter must expect waiting times.

A daily basic admission quota is provided for holders of annual and half-year passes. Once this quota has been exhausted, holders of annual and half-year passes may no longer claim a general right of admission. In this case, with regard to the order of admission when guest capacity becomes available, they will be treated in the same way as day visitors. Therme St. Kathrein reserves the right to refuse admission, without stating reasons, to persons whose admission to the bathing facilities appears questionable.

3 Validity

The respective passes are valid for the following periods:

- The annual pass is valid for **365 days**. The validity begins on the day of purchase.
- The half-year pass is valid for **183 days**. The validity begins on the day of purchase.

4 Transferability

None of the above-mentioned passes is transferable. They are personal and valid only with a photograph.

In the event of misuse of an annual or half-year pass, the respective pass will be confiscated without any entitlement to compensation.

In the event of misuse, Therme St. Kathrein reserves the right to claim liquidated damages in the amount of the purchase price of the respective pass.

5 Return / Exchange / Extension

Annual and half-year passes cannot be returned or exchanged.

As a general rule, there is no entitlement to an extension of the respective passes. This also applies if the thermal spa is closed due to inspection or maintenance work.

6 Refund

If, after the purchase of one of the above-mentioned passes, Therme St. Kathrein is closed by order of the authorities or is closed in consideration of the health of guests and/or employees of the thermal spa, there shall generally be no entitlement to a refund or to an extension of the respective pass for the period of closure.



7 Inspections and Maintenance

For the duration of the annual inspection required by law and ordered by the authorities, the validity period of annual and half-year passes shall be extended by the actual duration of the resulting closure.

No further price adjustment, refund or other compensation shall be granted.

If it becomes necessary to close individual areas due to necessary technical maintenance, repair or servicing work, or due to unforeseen technical defects, this shall not result in any extension of the validity period of annual or half-year passes, nor in any refund, price adjustment or other compensation.

8 Deposit / Loss / Blocking

When purchasing an annual or half-year pass, a card deposit of **€20.00** must be paid. In the event of loss or damage to the card (chip wristband), this deposit will not be refunded. This incident must be documented and confirmed by the cardholder by signature.

9 Liability

Para. 1 Claims for damages by the contractual partner against Therme St. Kathrein are excluded, except in cases of intent or gross negligence.

Para. 2 The exclusion pursuant to paragraph 1 shall not apply where Therme St. Kathrein culpably breaches obligations that are essential to the nature of the contract (cardinal obligations), nor in cases of culpable injury to the life, body or health of the purchaser.

10 Video Surveillance

The thermal spa is subject to video surveillance for security reasons, to ensure the physical safety of visitors and to safeguard the legitimate interests of Therme St. Kathrein for specifically defined purposes. Visitors expressly consent to such surveillance and to the processing and use of the video recordings.

11 Data Protection

Therme St. Kathrein undertakes not to disclose to unauthorized third parties the data required for the purchase of the respective passes, in compliance with the applicable data protection regulations. For all other matters, please refer to our Privacy Policy.

12 Entry into Force

These General Terms and Conditions shall be valid as of **August 2026**.

13 Final Provisions

Should any of the above provisions be wholly or partially invalid, this shall not affect the validity of the remaining provisions.

All other provisions of these General Terms and Conditions shall remain in force.

The invalid provision shall be replaced by a valid provision that comes as close as possible to the invalid provision in terms of its content and purpose.