

Dear guests of Therme St. Kathrein! By purchasing an admission ticket, an annual pass or a six-month pass, you enter into a bathing facility use agreement with Therme St. Kathrein Betriebs GmbH (hereinafter referred to as the "Therme") and thereby acknowledge the following provisions of these House and Swimming Pool Regulations.

1. Obligations of the Therme

1.01. Use of the facilities; assumption of risk by guests

The Therme permits guests to use its facilities in accordance with these regulations and at their own risk.

Neither the Therme nor its staff can generally prevent accidents in the bathing facilities. In particular, guests themselves bear the risks associated with sports activities carried out on the Therme premises and with their stay there.

The same applies to injuries and other infringements of a guest's personal rights caused by other guests or by third parties who are not members of the Therme staff.

The Therme assumes only the obligations towards guests set out below.

1.02. Opening hours and admission

The Therme is required to permit visits during the opening hours announced by notice or by supervisory staff. Opening hours and prices are as displayed. Only one tariff discount may be claimed at a time.

If the officially permitted 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 may have to expect waiting times. A daily basic admission quota is provided for annual and six-month pass holders. Once this quota has been exhausted, annual and six-month pass holders cannot claim a general right of admission. In this case, their position in the admission queue when visitor capacity becomes available is the same as that of day visitors.

Annual and six-month passes are not valid for events. Further information can be found in the notice relating to the event.

The Therme reserves the right to refuse admission, without stating reasons, to persons whose admission appears questionable (e.g. visitors who are intoxicated or under the influence of drugs).

The end of opening hours will be announced by an audio announcement. Every visitor undertakes to leave the Therme and sauna areas in good time and not to exceed the opening hours. The admission ticket becomes invalid upon leaving.

1.03. Condition and operation of the facilities

The Therme ensures that its facilities are constructed, operated and maintained in accordance with regulations. In particular, the Therme must comply with all applicable hygiene and safety regulations. No further obligations are assumed by the Therme.

As soon as the Therme becomes aware of a malfunction, defect or damage to a facility that no longer ensures safe operation, it will immediately prohibit use of the affected facility or appropriately restrict its use.

Guests are themselves responsible for complying with instructions issued by the responsible staff.

1.04. Monitoring compliance with the swimming pool regulations

Within the scope of what is reasonable, the Therme monitors compliance with these regulations by guests and other persons present on the premises with the assistance of its responsible staff. If improper conduct is identified, the persons concerned will be warned and may, if necessary, be removed from the premises. For the safety of Therme guests and to protect against vandalism, surveillance cameras are installed at the Therme.

1.05. Assistance in the event of accidents

In the event of an accident, the Therme will, with the assistance of its responsible staff and within the scope of what is reasonable, immediately initiate assistance measures. Every guest is additionally obliged to provide first aid.

1.06. Assistance in averting reported dangers

If guests credibly report an imminent danger to the health or life of guests to the Therme, in particular to the responsible staff, the Therme will make reasonable efforts, with the assistance of its staff, to avert the danger.

In the event of an approaching or existing thunderstorm, individual outdoor areas may be temporarily closed for safety reasons. In particular, the outdoor pools, the pool connected to the outdoor area and the slides may not be used during a thunderstorm. Staff instructions must be followed without fail.

1.07. No supervision of minors, children, persons with disabilities and non-swimmers

The Therme and its staff are neither able nor obliged to supervise minors, children, persons with physical or mental disabilities or non-swimmers. For this reason, children under 12 years of age may enter the Therme only when accompanied by an adult.

1.08. Liability of the Therme; items brought onto the premises and lost property

The Therme is liable only for damage caused to a guest by the Therme or its staff through unlawful, in particular contractual and culpable, conduct.

The Therme is not liable for damage caused by failure to observe these regulations or other rules of use, failure to follow staff instructions, the injured party's own fault, unavoidable events or force majeure, in particular interference by third parties. Contributory negligence results in a corresponding apportionment of liability. The same applies accordingly to any special rules of use displayed for individual devices and facilities (e.g. slide, sauna, water games) and to any prohibitions or restrictions on use within the meaning of section 1.03(2).

The Therme is not liable for damage to items caused by contact with water.

No liability is assumed for valuables brought onto the Therme premises.

Found items and items left in lockers are deposited at the Therme cash desk after closing. Items worth EUR 10.00 or less are kept for one month and then donated to charitable purposes. Items worth more than EUR 10.00 or of significant importance to their owner are handed over to the responsible lost-property office.

Parking is at the visitor's own risk. The Therme is neither obliged to guard parking spaces nor to maintain their surfaces and other facilities to protect vehicles from damage (e.g. from nails, broken glass or potholes on the premises).

1.09. Video surveillance

For safety reasons, to ensure the physical safety of visitors and to safeguard legitimate interests for specifically defined purposes of the Therme, video surveillance is carried out. Visitors expressly consent to this surveillance and the processing of the video recordings.

1.10. 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 data protection legislation. In all other respects, please refer to our Privacy Policy.

2. Obligations of guests

2.01. Admission tickets, chip wristbands, value cards and fees

Use of the Therme is permitted only with a valid admission ticket in accordance with the tariff regulations. The tariff regulations form part of these swimming pool regulations. If the agreed period of use is exceeded, the amount specified in the tariff regulations must be paid at the cash desk.

Cash register receipts must be kept for the entire duration of the visit. Lost cash register receipts or chip wristbands will not be reissued.

A deposit of EUR 20.00 may be charged for issued chip wristbands in accordance with the applicable tariffs.

Admission tickets (issued chip wristbands) must be returned when leaving the Therme. Any additional charges must also be paid at the cash desk or payment machines upon leaving, and the wristband must be placed in the designated receptacle.

Loss of the chip wristband must be reported immediately at the cash desk. A deposit of at least EUR 20.00 must be paid for lost chip wristbands.

Vehicles or other objects must be parked or placed so that access to the Therme is not obstructed, particularly with regard to emergency, fire brigade or police operations.

2.02. Supervision of children, minors, non-swimmers and persons with disabilities

Persons who are otherwise responsible for supervision (e.g. parents, guardians, supervisors or carers) must ensure supervision of children, minors, non-swimmers and persons with physical or mental disabilities.

These persons responsible for supervision remain responsible even if they leave the Therme premises before the end of the visit.

The applicable youth protection regulations, in particular alcohol and smoking bans, restrictions on presence and the obligations of parents or guardians, must be observed by young people and their parents or guardians.

Persons who cannot swim may remain only in the designated non-swimmer areas. Outside these areas, pools may be used only with suitable swimming aids, such as life jackets or armbands.

2.03. Supervision during group visits

In the case of group visits, the responsible supervisor for school groups, or the responsible official for clubs and other organizations, must ensure compliance with the swimming pool regulations and bears full responsibility for this. The persons responsible for supervision must be present throughout the entire group visit.

These supervisors must coordinate appropriately with the Therme's supervisory staff to ensure that normal bathing operations are not disrupted by the group visit.

The group supervisor must ensure that nobody runs anywhere in the Therme building in order to prevent accidents.

2.04. Instructions issued by Therme staff

Guests are obliged to follow the instructions of the responsible Therme staff without exception. This also applies if a guest considers an instruction to be unjustified.

Anyone who violates these swimming pool regulations, usage prohibitions for specific facilities (e.g. slide, sauna) or restrictions, or who refuses to follow the instructions of the responsible staff, may be expelled from the Therme by the staff member or another representative of the Therme without any entitlement to a refund of the admission fee.

In special cases, a ban on future visits may also be imposed.

2.05. Hygiene and bathing regulations

Guests are required to maintain the highest level of cleanliness throughout Therme St. Kathrein. Any contamination of the facilities or bathing water is prohibited.

The barefoot area may not be entered with street shoes. For hygiene and safety reasons, wearing bathing shoes is particularly recommended in wet areas.

Persons with contagious diseases are not permitted to visit the Therme.

For hygienic reasons, guests must shower before entering any pool.

The use of soap, shampoo or other cleaning agents, as well as washing swimwear in swimming and bathing pools, is prohibited.

Waste (e.g. bottles, cans or paper) must be disposed of exclusively in the designated waste containers. The lounge area must be left clean.

Glass containers and porcelain may not be used or carried in the lounging and barefoot areas.

In the event of intentional contamination of the pools (e.g. with snow, soil or other objects), cleaning costs of at least EUR 60.00 will be charged. Immediate expulsion from the Therme may also follow.

For hygienic reasons, consuming food and beverages is prohibited throughout the Therme area (in all lounging areas and in the relaxation room). The only exceptions are designated areas (tables at the Therme buffet and the restaurant area). Guests are required to maintain the highest level of cleanliness throughout the Therme.

Smoking/vaping is permitted only in the designated outdoor smoking areas.

All visitors – including babies and toddlers – are required to wear appropriate swimwear (swimming trunks, swimsuit or bikini) in the thermal spa, swimming and wet areas, as well as on the sunbathing lawn. Babies must wear waterproof swim diapers. In the event of non-compliance and any resulting contamination, a cleaning fee of at least EUR 60.00 will be charged.

Strollers may not be brought into the Therme area. Free Therme-owned strollers and cots are available to guests.

Animals may not be brought into the Therme or sauna.

The use of air mattresses, rings or swimming fins in the swimming pools is prohibited.

The beds in the pine rooms may be used only when dry and with a towel as an underlay.

For the wellness pool (Hall 1), temporary access restrictions apply to children under 16 years of age (please observe the notices). Use of the wellness pool is also subject to the age restriction for children and young people who can swim independently without swimming aids.

Facilities such as loungers, tables and chairs are available for normal use at the guest's own risk. Reserving loungers or beds is not permitted anywhere in the Therme. Lockers should be used to store personal belongings. Therme staff are instructed to remove towels from reserved loungers and deposit them at the cash desk.

During a thunderstorm, swimming in the outdoor pools and the connecting pool (indoor and outdoor pools), as well as use of the slide, is prohibited. The pools will be temporarily closed for use in such cases.

2.06. Avoidance of hazards and disturbances

The Therme is a place of relaxation. All guests are therefore asked to behave in a manner that does not disturb or endanger other visitors. Particular attention must be paid to keeping noise at an appropriate level. Electronic devices may be used in the designated areas only with headphones.

Climbing over or crossing barriers and boundaries on the Therme premises is prohibited.

All Therme facilities and equipment must be used only for their intended purpose and in accordance with the designated use. Visitors are prohibited from operating, adjusting or otherwise manipulating Therme St. Kathrein facilities (such as windows, ventilation equipment, technical systems, etc.) that are not intended for direct use by visitors.

Taking photographs or videos in which other guests are recognizably depicted is not permitted without their prior consent. This applies to all areas of the Therme, including outdoor areas and the sauna area.

The use of mobile phones and other mobile communication devices is not permitted anywhere in the sauna area.

In the event of accidents, disputes, theft or other special incidents, visitors must immediately inform the bathing supervision and follow the instructions of Therme staff.

2.07. Outdoor pool and slide facility

Use of the outdoor pool is prohibited during an approaching or existing thunderstorm in order to prevent possible injuries.

If the supervisory staff instruct visitors to clear the outdoor pool or slide facility, this instruction must be followed immediately.

The posted rules of conduct apply to the slide facility.

2.08. Reporting obligations / duty to provide assistance

Accidents, thefts and complaints must be reported immediately to the responsible staff or the management of the Therme.

Every guest is obliged to provide necessary first aid or other assistance.

2.09. Other commercial activities / advertising

Any kind of commercial activity or advertising within the Therme requires the owner's consent.

2.10. Sauna regulations

The sauna area is accessible exclusively to persons aged 16 and over. The sauna area is mixed-gender. The sauna area, including the sauna sunbathing lawn, is a textile-free area.

Use of the sauna requires appropriate physical fitness. If there are existing health concerns, it is recommended to seek medical advice before visiting the sauna.

All notices and rules of use displayed in the sauna area must be observed by all visitors.

For hygienic reasons, guests must shower before entering the saunas and before using the sauna whirlpool and the hot-cold footbath.

Sauna cabins may be entered and used only with a sufficiently large towel as an underlay. The towel must be placed so that the entire body, including the feet, is on the underlay and no sweat comes into direct contact with the wood.

Sauna cabins are used without clothing. Swimwear is not permitted in the saunas or sauna whirlpool. A bathrobe and/or bath towel may be used for covering. Wearing jewellery in the saunas and sauna whirlpool is at the guest's own risk.

Only infusion oils and infusion agents provided by the Therme may be used for sauna infusions. Bringing and using one's own infusion oils or other infusion agents is not permitted. Pouring spirits, strongly scented essences or flammable infusion concentrates onto sauna stoves is strictly prohibited. There is a risk of fire!

The Therme determines the times of the sauna infusions. Programme changes remain subject to change.

The use of mobile phones and other electronic communication devices is not permitted in the relaxation rooms. The relaxation rooms are intended for rest and quiet.

In the event of violations of the swimming pool or sauna regulations, supervisory staff are entitled to take appropriate measures and issue warnings. In the event of serious or repeated violations, a sauna ban may be imposed. In such cases, there is no entitlement to a refund of the admission fee.

We wish you a relaxing stay at Therme St. Kathrein!