

HOUSE & BATHING RULES ST. KATHREIN

As of: 1 January 2026

Dear Guests of Therme St. Kathrein! By purchasing an admission ticket, an annual pass or a half-year pass, you enter into a bathing admission contract with Therme St. Kathrein Betriebs GmbH (hereinafter referred to as the "Therme") and thereby acknowledge the following provisions of these House and Bathing Rules.

1. Duties of the Therme

1.01. Use of the Facilities and Assumption of Risk by Guests

(1) The Therme allows guests to use its facilities at their own risk and in accordance with the provisions of these Bathing Rules.

(2) Neither the Therme nor its staff can generally prevent bathing accidents. In particular, guests themselves assume the risks associated with sports activities carried out on the premises of the Therme and with their stay on the premises.

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

(4) The Therme assumes only the duties towards guests set out below.

1.02. Opening Hours and Admission

(1) The Therme shall enable visits during the opening hours announced by notice or by the supervisory staff. Opening hours and prices are as displayed. Only one tariff discount may be claimed at a time.

(2) 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 may have to expect waiting times.

A daily basic admission quota is reserved for annual and half-year pass holders. If this quota has been reached, annual and half-year pass holders cannot claim a general right of admission. In this case, they are placed in the same order as day visitors when admission capacity becomes available.

(3) Annual and half-year passes are not valid for events. Further information can be found in the notices relating to the respective event.

(4) The Therme reserves the right to refuse admission, without stating reasons, to persons whose admission appears questionable, including, in particular, persons who are intoxicated or under the influence of drugs.

(5) The end of opening hours will be announced by loudspeaker. Every visitor is obliged to leave the thermal and sauna areas in good time and not to exceed the opening hours. The admission ticket loses its validity upon leaving the Therme.

1.03. Condition and Operation of the Facilities

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

(2) As soon as the Therme becomes aware of a malfunction, defect or damage to a facility that means safe operation can no longer be guaranteed, the Therme shall immediately prohibit use of the affected facility or restrict its use in an appropriate manner.

(3) Guests are responsible for complying with the instructions issued by the responsible staff.

1.04. Monitoring Compliance with the Bathing Rules

The Therme monitors compliance with these Bathing Rules by guests and other persons staying on the premises, to the extent reasonably possible, with the assistance of its responsible staff.

If inappropriate or non-compliant behaviour is identified, the persons concerned will be warned and may, if necessary, be asked to leave the premises.

For the safety of guests and to protect against vandalism, video surveillance cameras are installed throughout the Therme.

1.05. Assistance in the Event of Accidents

In the event of an accident, the Therme, with the assistance of its responsible staff, shall take immediate measures to provide assistance to the extent reasonably possible.

1.06. Assistance in Preventing Reported Dangers

If a guest credibly reports an imminent danger to the health or life of guests to the Therme, in particular to the responsible staff, the Therme shall endeavour to avert such danger with the assistance of its staff to the extent reasonably possible.

1.07. No Possibility of Supervising Minors, Persons with Disabilities and Non-Swimmers

The Therme and its staff are not in a position and are therefore not obliged to supervise minors, persons who are legally incapable of acting, persons with physical or mental disabilities or non-swimmers.

For this reason, children under the age of 12 may only enter the Therme when accompanied by an adult.

1.08. Liability of the Therme, Bringing in and Loss of Property

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

(2) The Therme shall not be liable for damage caused by failure to comply with these Bathing Rules, other applicable rules of use or instructions issued by the staff, by the guest's own fault, by unavoidable events or force majeure, or in particular by the actions of third parties. In the event of contributory negligence, liability shall be apportioned accordingly.

The same applies, mutatis mutandis, to any special rules of use displayed for individual facilities and equipment, such as slides, saunas or water play areas, as well as to any prohibitions or restrictions on use.

(3) The Therme shall not be liable for damage to items caused by contact with water.

(4) The Therme accepts no liability for valuables brought onto the premises.

(5) Found property and items left in lockers after the end of bathing hours are deposited at the Therme cash desk.

Items with a value of up to and including €10 are kept for one month and subsequently made available for charitable purposes.

Items worth more than €10 or items that may be of significant importance to their owner are handed over to the competent lost property office.

(6) Parking is at the vehicle owner's own risk. The Therme is neither obliged to monitor or guard parking spaces nor to maintain their surfaces and other facilities in such a way as to protect vehicles from damage, for example from nails, broken glass or potholes.

1.09. Video Surveillance

The Therme is subject to video surveillance for security reasons, to ensure the physical safety of visitors and to safeguard the Therme's legitimate interests for specifically defined purposes.

Visitors expressly consent to such surveillance and the processing of the video recordings.

1.10. Data Protection

Therme St. Kathrein undertakes not to disclose to unauthorised third parties any data required for the purchase of the respective tickets, in compliance with applicable data protection regulations.

For further information, please refer to our Privacy Policy.

2. Duties of Guests

2.01. Admission Tickets, Chip Bands, Value Cards and Fees

(1) The Therme may only be used with a valid admission ticket in accordance with the applicable tariff schedule. The tariff schedule forms part of these Bathing Rules.

If the agreed period of use is exceeded, the applicable amount stated in the tariff schedule must be paid at the cash desk.

(2) Cash receipts must be kept for the entire duration of the visit. Lost cash receipts or chip bands will not be reissued.

(3) A deposit of €20.00 may be charged for issued chip bands in accordance with the applicable tariffs.

(4) The admission ticket and issued chip band must be returned when leaving the Therme. Any charges incurred through additional purchases or bookings must be paid at the cash desk or at the payment machines when leaving the Therme. The chip band must then be placed in the designated return slot.

(5) The loss of a chip watch must be reported immediately to the cash desk. A deposit of €50.00 must be paid for lost chip bands.

(6) Vehicles or other objects must be parked or placed in such a way that access to the Therme, particularly for rescue services, fire services or police operations, is not obstructed.

2.02. Supervision of Children, Minors, Non-Swimmers and Persons with Disabilities

(1) Persons who are otherwise responsible for supervising children, minors, non-swimmers and persons with disabilities, such as parents, legal guardians or supervising/care personnel, must ensure appropriate supervision.

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

(3) The applicable youth protection regulations, in particular regarding alcohol and smoking bans, restrictions on staying in certain areas and the obligations of parents or legal guardians, must be complied with by young people and their parents or legal guardians.

(4) The wellness pool (Hall 1) is subject to temporary admission restrictions for children under the age of 16. Please observe the relevant notice.

Use of the wellness pool is also subject to the applicable age restrictions for children and young people who are able to swim independently without swimming aids.

2.03. Supervision During Group Visits

(1) During group visits, the designated supervisor is responsible for pupils, while the responsible official or representative is responsible for members of clubs and other organisations. They are responsible for ensuring compliance with these Bathing Rules.

The designated supervisors must be present for the entire duration of the group visit.

(2) The supervisors must coordinate with the Therme's supervisory staff to ensure that normal bathing operations are not disrupted by the group visit.

(3) The group supervisor must ensure that no running takes place anywhere inside the Therme building in order to prevent accidents.

2.04. Instructions Given by Therme Staff

(1) Guests are obliged to comply fully with the instructions of the responsible Therme staff. This also applies if a guest believes that an instruction given to them is not justified.

(2) Anyone who violates these Bathing Rules or usage restrictions for specific facilities, such as slides or saunas, or who fails to comply with the instructions of the responsible staff, may be expelled from the Therme by the staff member concerned or another authorised representative, without any entitlement to a refund of the admission fee.

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

2.05. Hygiene Regulations

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

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

(3) Persons suffering from contagious diseases are not permitted to visit the Therme.

(4) Guests must shower for hygienic reasons before entering any pool.

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

(6) Waste, such as bottles, cans or paper, must be disposed of exclusively in the designated waste containers. Guests must leave their loungers and resting areas clean.

(7) Glass containers may not be used or carried in the barefoot area.

(8) In the event of deliberate contamination of the pools, for example with snow, soil or other objects, cleaning costs of €60.00 will be charged. In addition, the guest may be immediately expelled from the Therme.

(9) Baby carriages and prams may not be brought into the thermal area. Free Therme-owned baby carriages and cots are available to guests.

(10) Animals are not permitted in the Therme or sauna areas.

(11) The beds in the Zirben relaxation room may only be used when dry and with a towel placed underneath.

(12) For hygiene reasons, the consumption of food and beverages is prohibited throughout the thermal area, including all lounging and relaxation areas. The only exceptions are the designated areas, such as the tables at the thermal buffet and the restaurant area.

Guests are required to maintain the highest standards of cleanliness throughout the Therme.

(13) The wellness pool (Hall 1) is subject to temporary admission restrictions for children under the age of 16. Please observe the relevant notice.

Use of the wellness pool is also subject to the applicable age restrictions for children and young people who are able to swim independently without swimming aids.

(14) All visitors, including babies and young children, are required to wear appropriate swimwear, such as swimming trunks, a swimsuit or bikini, in the swimming and wet areas. Waterproof swim nappies must be used for babies.

In the event of violations resulting in contamination, a cleaning fee of €60.00 may be charged.

(15) For safety reasons, the carrying of breakable or fragile objects in the Therme is prohibited.

(16) Smoking and vaping are only permitted in the designated outdoor smoking areas.

2.06. Avoiding Hazards and Disturbances

(1) The Therme is a place for relaxation. Guests are therefore asked to behave in a manner that does not disturb or endanger other visitors. Particular attention should be paid to maintaining an appropriate noise level. Electronic devices may only be used with headphones in areas where their use is permitted.

(2) Climbing over or crossing barriers and boundaries of the Therme premises is not permitted.

(3) All facilities and equipment of the Therme must be used solely for their intended purpose and in accordance with the designated use.

(4) Taking photographs or making video recordings in which other guests can be identified is not permitted without their prior consent. This applies to all areas of the Therme, including outdoor areas and the sauna facilities.

(5) The use of mobile phones and other mobile communication devices is not permitted throughout the sauna area.

2.07. Outdoor Pools and Water Slide

(1) Use of the outdoor pool is prohibited during an approaching or ongoing thunderstorm in order to prevent possible injuries.

(2) If the supervisory staff instructs guests to leave the outdoor pool or water slide area, this instruction must be followed immediately.

(3) The posted rules of conduct apply to the water slide.

2.08. Reporting and Duty to Provide Assistance

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

(2) Every guest is obliged to provide necessary first aid or other required assistance.

2.09. Other Commercial Activities and Advertising

Any form of commercial activity or advertising within the Therme requires the consent of the owner.

2.10. Sauna Rules

- (1) The sauna area is exclusively accessible to persons aged 16 and over. The sauna area is mixed-gender.
 - (2) Use of the sauna requires an appropriate state of health. If there are any health concerns, guests are advised to seek medical advice before using the sauna.
 - (3) All notices and instructions displayed in the sauna area must be observed by all visitors.
 - (4) For hygienic reasons, guests must shower before entering the saunas and before using the sauna whirlpool and the hot-cold foot bath.
 - (5) The sauna cabins may only be used with a sufficiently large towel placed underneath the body. The towel must be positioned so that the entire body, including the feet, is on the towel and no sweat comes into direct contact with the wood.
 - (6) Sauna cabins must be used without clothing. Swimwear is not permitted in the saunas or in the sauna whirlpool. Guests may cover themselves with a bathrobe and/or bath towel.
- Wearing jewellery in the saunas and sauna whirlpool is at the guest's own risk.
- (7) Only sauna oils and infusion products provided by the Therme may be used for sauna infusions. The use of personally brought sauna oils or other infusion products is not permitted.
- Pouring spirits, strongly scented essences or flammable infusion concentrates onto the sauna heaters is strictly prohibited. This poses a risk of fire.
- (8) The Therme determines the times of the sauna infusions. The programme is subject to change.
 - (9) The use of mobile phones and other electronic communication devices is not permitted in the relaxation rooms. The relaxation rooms are intended for peace and quiet.
 - (10) In the event of violations of the Bathing or Sauna Rules, the supervisory staff is authorised to take appropriate measures, issue warnings and, in the event of serious or repeated violations, impose a sauna ban. In such cases, there is no entitlement to a refund of the admission fee.

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