

House and Bathing Rules of Aquella Leisure Pool



Article 1 Purpose of the House and Bathing Rules

The House and Bathing Rules serve to ensure safety, order and cleanliness in the entire area of the Aquella.

Article 2 Binding character of the House and Bathing Rules

- (1) The House and Bathing Rules and all additional regulations are binding for the user. Statutory regulations apply to their incorporation into the contract concluded at the pay desk.
- (2) The personnel or others authorised by the pool administrator the House Rules. The instructions of personnel or other authorised persons must be followed. Users who violate the House and Bathing Rules can be expelled from the pool/facility. The entry fee shall not be refunded in such cases. Furthermore, the exclusion of certain persons may be ordered by management or its authorised agents.
- (3) The marked and indicated areas of the facility are under video surveillance for security reasons. The provisions of the Federal Data Protection Act, in particular Section 4, are observed. Stored data is deleted immediately when no longer needed or if continued storage is contrary to the legitimate interests of those affected.
- (4) The House and Bathing Rules apply to the general use of the facilities. Exceptions are permitted in case of special events or for the use by certain groups of persons (e.g. school or club swimming) without requiring the revocation of the House and Bathing Rules.
- (5) Political actions, events, demonstrations, the distribution of printed matter, the posting of flyers or posters, the collection of signature lists and the use of the pool for business or other purposes not normally associated with bathing and swimming are only permitted with prior approval by the operator.

Article 3 Opening Hours and Prices

- (1) The opening hours and the valid price list are either displayed or can be viewed at the pay desk.
- (2) The bathing area in the leisure pool must be vacated 20 minutes and that in the outdoor pool 10 minutes before closing time.
- (3) Special entry conditions and opening times can be specified for outdoor pools which are used for school and club swimming as well as for courses and events for specific groups of people.
- (4) There is no entitlement to price reductions or refunds if the use of certain facilities or individual parts of the premises is restricted or if the baths are closed during use.
- (5) Purchased entry tickets or other access passes shall not be refunded.
- (6) The entry ticket or access pass or the receipt received when purchasing entry tickets must be kept whilst still on the pool premises.

Article 4 Access

- (1) The pool is open to everyone; however, restrictions may apply in certain cases.
- (2) Each user must have a valid entry ticket or access pass in their possession for the respective area of the facility they are using. The entry ticket or access permit may not be transferred after the use area has been entered.
- (3) Bathers must keep entry tickets or access passes and all items lent by the pool operator such as clothes or valuables locker keys or rented items in such a manner that loss is avoided. In particular, they must carry them with them, e.g. wristband, take them with them when in the pool area and not leave them unattended. If these requirements are not met, the bather is at fault in case of loss. In case of a dispute, the onus is on bathers to prove they have kept items safely.
- (4) Children up to the age of seven must be accompanied by a suitable person. Additional regulations and age restrictions (e.g. for sauna facilities, wellness areas and water slides) may apply.
- (5) Individuals, who cannot move safely without assistance, may only use the pools if accompanied by a suitable person.
- (6) Persons who are under the influence of intoxicating substances, who bring animals with them, who are suffering from a notifiable contagious disease (the presentation of a doctor's certificate may be requested in cases of doubt) or who have open wounds shall not be admitted.

Article 5 Rules of Conduct

- (1) Users must refrain from anything that contradicts good manners as well as the maintenance of safety and order.
- (2) Pool facilities and borrowed articles must be treated with care. Users are liable for losses in case of inappropriate use or damage. An additional fee for cleaning to be determined in individual cases may be charged for any contamination caused by the user which is not covered by normal use.
- (3) Different rules for clothing apply in individual pool areas.
- (4) Barefoot areas must not be entered with outdoor shoes. Aids brought along such as wheelchairs or walkers as well as suitcases with wheels must be cleaned by the user or their accompanying person before entering the barefoot area.
- (5) Users are not permitted to use musical instruments, audio or video equipment and other media if these will cause a nuisance for other users.
- (6) The photographing and filming of third persons and groups without their permission is not allowed. Photographing and filming for commercial purposes and for the media requires the prior permission of the business/operating management.
- (7) You should shower before using the pools. Shaving, cutting nails, colouring hair and similar activities are not permitted.
- (8) Each user must anticipate the hazards associated with using the pool facilities by exercising special care.
- (9) The use of water sports equipment and water toys as well as swimming aids is only permitted with the approval of the supervisory staff.
- (10) Food and drink may only be brought on to the premises for your own consumption and may only be consumed in the marked areas. Alcoholic beverages are prohibited on the premises. Food and drink brought on to the premises must not be consumed in the catering areas.
- (11) Breakable containers (e.g. containers made of glass or porcelain) are not permitted.
- (12) Smoking is permitted exclusively in the areas indicated for smoking. This also applies to electric cigarettes.
- (13) Items found must be handed to staff and are treated according to the legal regulations.
- (14) Lockers and/or deposit boxes are available to the user for use only while the user has right of access. There is no entitlement to their use. After the end of business hours, all lockers and deposit boxes still locked will be opened and emptied if necessary. The contents will be treated as lost property.
- (15) Loungers and chairs must not be permanently blocked with towels, bags or other objects. Items left on the loungers and chairs will be removed by staff if necessary.

Article 6 Liability

- (1) The operator is not liable for losses incurred by users. This does not apply to liability due to a breach of a material contractual obligation and for liability due to damage or injury sustained by a user from injury to life, body or health, nor for damage incurred by the user due to intentional or grossly negligent breach of duty by the operator, their legal representatives or agents. Material contractual duties are obligations, the fulfilment of which is a prerequisite for the proper implementation of the contract and on the fulfilment of which the customer may routinely rely.
- (2) Material contractual obligations of the operator include in particular, but not exclusively, the use of the pool facilities, insofar as they are not partially closed for compelling operational reasons, as well as participation in the events offered which are included in the entrance fee. The limitation of liability in accordance with Article 1 Clauses 1 and 2 also applies to vehicles parked in the car park of the pool.
- (3) The user is expressly advised not to take any valuables into the pool area. The operator does not guard any valuables or exercise any duty of care in respect of any valuables brought in contrary to this advice. The operator is only liable for the loss of valuable items, cash and clothing in accordance with statutory regulations. This also applies to damage to items by a third party.
- (4) Placing money or valuables in a locker and/or deposit box made available by the operator does not constitute any obligation on the part of the operator with regard to the items placed therein. In particular, there is no safekeeping duty. It is solely the responsibility of the user to properly lock a locker or deposit box when using the same, to check the secure closure of the respective container and to keep the keys/data carriers safely.
- (5) A flat fee is charged in case of loss of the objects provided by the pool operator in accordance with Article 4 (3). The respective amounts are listed in the current price list. The user is expressly at liberty to prove either that no loss has occurred or that the value of any such loss is considerably lower than the flat fee.
- (6) The operator is not willing or obliged to participate in a dispute settlement procedure before a consumer arbitration board.

Article 7 General Rules of Conduct

- (1) The user is personally responsible for locking the locker/deposit box and keeping the key/data carrier safe.
- (2) The wet area of the pools may only be entered in customary swimwear and without bags.
- (3) Jumping in from the side or pushing or throwing others into the pools is prohibited.
- (4) The water attractions offered require caution and consideration for other users.
- (5) Use of jumping equipment, the climbing wall, the slackline and water slides exceeds the typical hazards associated with use of the pool facilities; the user must behave accordingly. These facilities may only be used with the permission of the staff.
- (6) When using jumping equipment, the climbing wall and the slackline, please note that only one person may enter them at a time and only if jumping and/or climbing area is clear. The jumping and climbing area must be left immediately after use.
- (7) Swimming underneath the jumping and climbing area is prohibited when these facilities are in use.
- (8) Water slides may only be used in accordance with the displayed signs, the safety distance when sliding down must be maintained and the landing area must be vacated immediately.
- (9) The use of water sports equipment and water toys (e.g. flippers, diving tanks, snorkelling devices) and also swimming aids is only permitted with the approval of the supervisory staff. The use of eye protection (swimming goggles) is at your own risk.

Article 8 Purpose and Use of the Sauna Facility

- (1) The sauna facility serves to promote the health and relaxation of the users. There are appropriate recommendations on this from the German Sauna Association.
- (2) The sauna facility is a garment-free area. Special regulations apply in certain areas (e.g. quiet rooms, restaurant areas).
- (3) Sexual acts and presentations are prohibited.

Article 9 Conduct in the Sauna Facility

- (1) The use of the steam rooms is only permitted in the nude.
- (2) Loungers may only be used with a bathrobe or a similar dry, body-sized item to use as an underlayer.
- (3) Catering facilities may only be visited wearing a bathrobe or with a dry, bath towel wrapped around the body.
- (4) Sauna and hot air rooms with wooden benches must only be used with a sufficiently large bath towel or similar which corresponds to body size. The wooden parts must not be contaminated by sweat.
- (5) In steam and hot air rooms made of ceramics or plastic, seat covers/towels should be used for reasons of hygiene. The seating surfaces should be cleaned with the available water hoses.
- (6) Built-in technical equipment (e.g. heaters, lighting equipment, sauna heating devices including their protective screens and sensors) must not be covered by objects.
- (7) Only one bath towel/one seat covering should be taken into steam rooms.
- (8) Bath shoes must not be worn in saunas and hot air rooms.
- (9) For reasons of mutual consideration, loud conversations, the scraping off of perspiration, brushing and scratching are not allowed in steam rooms. Skin rubs/peelings with substances such as salt, honey etc. may not be brought in.
- (10) Users must shower before using the steam rooms, the cold water plunge pool or other pools.
- (11) Users must show consideration towards other users and keep quiet in quiet rooms. All noise must be avoided in quiet/absolute quiet rooms.
- (12) Making phone calls, taking photos and filming are prohibited in the sauna facility. Electronic media which provide the opportunity to take photographs or film (e.g. smartphones, tablets, ebook readers etc.), may only be brought into and used in marked areas.

Article 10 Special Instructions

- (1) Persons with health problems should clarify whether using the sauna exposes them to special risks.
- (2) Traditionally, special conditions exist in saunas and other steam rooms such as higher room temperatures, dimmed lighting, tiered benches and different sources of heat. These require special caution by the user.
- (3) Sauna infusions may only be carried out by staff.