

## **House Rules for Sternbuschbad**

### **I. General**

- (1) The House Rules are used for safety, order and cleanliness, and apply to all visitors entering the premises. The pool staff are always happy to receive feedback, and strive to provide immediate remedy in case of justified complaints.
- (2) Visitors must refrain from all activities that run counter to the principles of general decency and maintenance of safety, calm and order. The pool facilities must be treated with due care. In the case of damages, the actual damage must be reimbursed
- (3) Smoking, including electronic cigarettes, is not permitted in the indoor pool area. In the outdoor pool area, it is permitted outside of closed spaces and the changing, sanitary and bathing areas. Additional restricted areas may also be individually marked. Smoking shisha is strictly prohibited.
- (4) Fragile objects made of glass, ceramics, porcelain, etc. cannot be used in the changing, sanitary and bathing areas. In the indoor pool area, food and drink are permitted in designated areas only.
- (5) The House Rules are enforced by pool staff. Visitors who violate the House Rules may be temporarily or permanently banned from visiting the pools, without reimbursement of entrance fees. Staff members are authorised at any time and based on local conditions to establish and enforce additional rules for the use of our facilities. Visitors must obey requests and instructions from staff. The use of the pools may be restricted in whole or in part for technical, safety, weather-related and organisational reasons. There is no right to a refund of the entrance fee. Visitors who do not comply with the requests of staff, or otherwise violate the House Rules, can be temporarily banned from visiting the pools. A temporary or permanent ban may subsequently be issued. In all of these cases, the entrance fee will not be refunded.
- (6) Lost property must be handed over to staff immediately.
- (7) Visitors may only use musical instruments or multimedia devices in the outdoor area, and only if third parties are not in any way disturbed by their operation.
- (8) Photographing or filming unfamiliar persons and groups is not permitted without their prior consent.

## II. Opening hours and entry

- (1) The opening hours and closing times are displayed at reception; Bäderbetriebe Kleve GmbH has the right to restrict the use of the pools or some areas, and limit the number of visitors entering. Visitors with time-based tickets also have no right to compensation in the case of operational closures. Pools close 15 minutes before closing time.
- (2) Admission is not granted to:
  - a. Persons under the influence of intoxicating substances
  - b. Persons accompanied by animals (except blind people with guide dogs, or disability assistance dogs)
  - c. Persons with open wounds, illnesses that may be offensive to some people, or persons suffering from a legally notifiable communicable disease; in case of doubt, visitors may be required to present a medical certificate
- (3) Children under the age of 7 are only permitted to enter and stay on the premises in the company of adults. Staff may allow exceptions. Persons prone to seizures and fainting are only permitted to enter with an accompanying responsible person; this also applies to persons with intellectual disabilities, provided they are dependent on an accompanying person.
- (4) Visitors must be in possession of a valid entry ticket for the corresponding service. Tickets must be kept until leaving the premises. There is no right to replacement in the case of ticket loss. Tickets must be presented when requested by staff. Purchased entry tickets cannot be returned. If, due to loss of entry ticket, visitors cannot prove their length of stay, they must pay the difference between the cheapest ticket and the day ticket.
- (5) Ticket types and prices are displayed at reception. Bäderbetriebe Kleve GmbH may restrict the use of the pools or some areas without this resulting in a price reduction. The restrictions will be communicated in the entrance area, if possible.
- (6) Bäderbetriebe Kleve GmbH has vouchers and pre-loaded cards available for purchase. Vouchers and pre-loaded cards cannot be returned to Bäderbetriebe Kleve GmbH. There is no refund of the purchase price, face value or remaining credit.

## III. Liability

- (1) Visitors use the pools and the outdoor area including the play and sports facilities at their own risk, without prejudice to the obligation of Bäderbetriebe Kleve GmbH to maintain the pools and facilities in a safe condition for the public. Bäderbetriebe Kleve GmbH is not liable for force majeure, happenstance or defects that were not immediately detected even in compliance with the usual level of care.
- (2) It is the responsibility of the accompanying adults to supervise children in the play area and paddling pool areas.
- (3) Visitors are advised not to bring valuables onto the premises. Bäderbetriebe Kleve GmbH has no obligation to guard or exercise due diligence for any valuables brought onto the

premises. The above limitation of liability applies to the loss of valuables, cash and clothing. It also applies to damage or theft of property by third parties. The use of lockable cabinets in particular does not create a safekeeping agreement with Bäderbetriebe Kleve GmbH. Valuables cannot be accepted by pool staff. Bäderbetriebe Kleve GmbH is not liable for the destruction, damage or loss of any items brought onto the premises, unless the damage is based on an intentional or grossly negligent breach of duty by staff or legal representatives of Bäderbetriebe Kleve GmbH.

- (4) Bäderbetriebe Kleve GmbH or its vicarious agents are only liable for other personal injury, property damage or pecuniary loss in cases of intent or gross negligence. This also applies to structural defects and any vehicles parked in the facility's parking spaces. Using the parking spaces does not create a contractual relationship with Bäderbetriebe Kleve GmbH.
- (5) In the case of club events, community events or school swimming, the supervisor for the relevant group is solely responsible for observing the House Rules and the duties of public safety; there is no claim to provision of a swimming supervisor or any other in-house supervisors.
- (6) Parents are liable for damage caused by children under the age of 6. The presence of supervisors does not release parents from their duty to supervise.

#### **IV. Special provisions for swimming**

- (1) When using a locker, visitors must keep the locker key with them at all times while on the premises. In the case of lost keys, visitors are responsible for paying the cost of restoring a functional locking system.
- (2) Visitors may only use the swimming pools after they have thoroughly washed themselves in a shower; there is no claim to sole use of the shower facilities. The use of soaps outside of the showers is not permitted.
- (3) Visitors must wear commercial swimwear in wet areas, barefoot areas and shower rooms. Street clothes, everyday clothing and street shoes are not permitted. Swimmers with long hair are advised to wear bathing caps, but this is not compulsory.
- (4) Shaving, pedicures, manicures, hair dying etc. is prohibited.
- (5) Visitors jump and dive at their own risk. Rebounding on the diving board is not permitted. When diving, it is important to make sure that the diving area is free and only one person is on the diving board at a time. Supervisors are responsible for deciding whether diving is allowed at a facility.
- (6) Jumping in sideways, kicking or throwing other people into the pool, and disruptive ball and catch games are not permitted. Staff will decide after due consideration whether a ball and catch game is disruptive to third parties. Staff can also spatially restrict or place a time limit on ball and catch games. Visitors use swimming goggles and snorkels at their own risk. Non-swimmers should not be outside the designated non-swimmer area of the pool.

## **V. Exceptions**

The House Rules apply to general operation of the pools. Exceptions can be made to the House Rules For special events, without requiring the House Rules to be nullified.

This order comes into force on 01. November 2019.

Bäderbetriebe Kleve GmbH