

# House and bathing regulations

## Dear Guests!

With the purchase of an entrance ticket, you enter a bathing contract with the bathing establishment and thus acknowledge the following bathing regulations as contract terms.

### I. Obligations of the bathing establishment

#### I.I. The granting of use of the facilities, risk assumption of the guests

1. The bathing establishment allows the guests to use the facilities of the bathing establishment at their own risk within the framework of the regulations.
2. The management may restrict the utilization and the offer of the Erlebnis-Therme Amadé in whole, or in part (a.o. operational disruptions, renovations, revision). Claims against the operator, or a reduction of the entrance fee are excluded.
3. Neither the bathing establishment nor the staff are able generally to prevent accidents. The guests themselves particularly bear the associated risks of practicing sports offered in the bathing area.
4. The same applies for injuries and other interventions to the personal sphere of the guests through other guests or other third parties who are not staff of the bathing establishment.
5. The bathing establishment has only the following obligations towards guests

#### I. II. Opening times and granting of admission

1. The bathing establishment is obliged to allow visits during the opening times made known on placards or by the supervisory staff.
2. The end of the opening hours will be announced via microphone. The closing times refer to the time of leaving the house. The bath time ends 20 min. before closing time, at this time the changing rooms are to be visited.
3. If the official permitted number of visitors has been exceeded, with the help of the responsible staff the bathing establishment can prohibit the entrance of further visitors. In these cases the prospective visitors must reckon with waiting times.
4. The bathing establishment reserves the right without giving reasons to prohibit the admission of persons whose visit to the baths appears to give cause for concern.
5. The assistance at the check in is not obligated, to offer reductions when not being asked. No later complaints are possible.

#### I. III. Condition and operation of the facilities

1. The bathing establishment guarantees that the facilities are built, operated and maintained according to regulations. In particular the bathing establishment must adhere to all valid hygiene and safety regulations. There are no further obligations of the bathing establishment.
2. As soon as the bathing establishment becomes aware of a malfunction, fault or damage to a facility where the safe operation is no longer guaranteed, the bathing establishment will immediately forbid the use of the malfunctioning facility or will limit its use in an appropriate way.
3. The spa visitor is responsible for adhering to the regulations of the supervisory staff.

#### I.VI. Checks of adherence to the bathing regulations

1. With the aid of the staff responsible, the bathing institute carries out checks within reasonable bounds of the adherence to the bathing regulations by guests and other persons present in the grounds of the bathing establishment. If disorderly conduct is discovered, the persons concerned will be warned and can be expelled from the grounds if necessary. For the safety of the spa guests and as protection against vandalism security cameras have been installed in the spa.

#### I.V. Assistance in case of accidents

1. If an accident occurs, with the help of the staff responsible the bathing establishment will immediately undertake measures of assistance within reasonable bounds.

#### I.VI. Assistance in warding off threatened danger

1. If guests credibly report a threat of danger for the health and life of guests to the bathing establishment, the bathing establishment with the help of their staff will endeavour within reasonable bounds to avert this danger.

#### I.VII. No possibility of supervision of minors, those under age, handicapped or non-swimmers

1. The bathing establishment and its staff are not in a position and thus not obliged to supervise minors, those under age or physically or mentally handicapped persons or non-swimmers. For this reason, children under 12 years of age are only admitted to the thermal spa if accompanied by an adult.

#### I.VIII. Liability of the bathing establishment

1. The bathing establishment is only liable for damages that they or their staff have caused the guest through illegal conduct, in particular culpable conduct contrary to contract.
2. The bathing establishment is not liable for damages caused by violation of bathing regulations or any other user regulations or through non-compliance with staff instructions, nor through the damaged person's own fault or through unavoidable events or acts of God, particularly through interventions by third parties. Contributory negligence leads to corresponding apportioning of damages. The same applies correspondingly to any particular user regulations displayed for respective equipment and facilities (e.g. for slide, diving tower, sauna etc.) as well as for all user prohibitions or limitations.
3. The bathing establishment is not liable for damages to objects caused by contact with water.
4. The use of parking spaces is at one's own risk. The bathing establishment is neither obliged to keep parking spaces under surveillance nor to maintain the area and other facilities in a condition to prevent damage to vehicles (e.g. through nails, broken glass or potholes in the area).
5. For deposited- or in particular money or objects of value, the operator is only liable in the context of statutory or insurance provisions; this only applies if these items are kept in a properly locked box.

## II. Obligations of guests

1. Each guest is liable for damages caused by improper use, culpable contamination or damage to the spa or third parties. Parents are responsible for their children.

### II.I. Admission tickets, keys, prepaid cards, charges

1. The use of the bathing facilities is only permitted with a valid admission ticket

according to tariff regulations. The tariff regulations are part of the bathing regulations.

2. Anyone who obtains or tries to obtain access to the grounds and operating system unlawfully or anyone who uses paid services and does not pay for them, will be expelled from Erlebnis-Therme Amadé and may face criminal charge.
3. Admission tickets and bracelets for the sauna should be retained throughout the visit to the spa. Lost tickets or bracelets will not be replaced. The Spa has to be left, or a new admission ticket has to be bought.
4. Due to the valid tariff regulations a security deposit may be required for bracelets issued.
5. Admission tickets and issued bracelets are to be returned when leaving the baths. A deposit is to be paid if a bracelet is lost.
6. Sponsored admission tickets are not transferable. Multiple- or season tickets are related to one person.

### II.II. Supervision of children, those under age, handicapped or non-swimmers

1. Employees of Erlebnis-Therme Amadé are neither in the position nor obligated to supervise children, minors, physically or mentally handicapped persons and non-swimmers. This also applies to people who are prone to seizures and fainting or epileptic seizures, as well as cardiovascular diseases.
2. The respective valid youth protection laws, particularly with regard to the ban on alcohol and smoking, prohibition of entry, obligations of parents/legal guardians are to be adhered to by young people and their parents/guardians.

### II.III. Supervision in group visits

1. In the case of group visits, for schools the person legally responsible for supervision, and for clubs and other organizations the responsible official must ensure that the bathing regulations are adhered to and they bear full responsibility for this. The above-named supervisory persons must be present for the entire time of the group visit.
2. These supervisory persons must liaise with the supervisory staff of the bathing establishment to ensure that normal general bathing is not disturbed by the group.
3. The supervisory person of the group must ensure that there is no running in the entire thermal spa building, in order to avoid accidents.

### II.IV. Instructions of the bathing establishment staff

1. Guests are obliged to comply unreservedly with the instructions of the responsible staff of the bathing establishment. This also applies if the guest is of the opinion that the instruction given is not justified.
2. Anyone who violates the bathing or user regulations for certain facilities (e.g. slide, sauna) or disregards restrictions, or goes against the instructions of the responsible staff can be expelled by the staff from the baths without claim to a refund of the admission fee.
3. In particular cases future visits may also be prohibited.

### II.V. Regulations for hygiene

1. Guests are obliged to cleanliness in the entire bathing establishment.
2. The Barefoot area should be entered with bathing shoes. Wearing street shoes is forbidden here.
3. Anyone with infectious skin diseases, open wounds, as well as anyone with highly contaminated clothes or body, and anyone under the influence of intoxicating substances, may not visit the baths.
4. With regard to the swimwear, consideration must be given to the other bathers or to the arrangements of the pool supervisory staff. The pools may only be entered in bathing suits (one-piece swimsuit, bikini, burkini, swimming trunks or the like) made from permitted substances.
5. For hygienic reasons guests should shower before entering the pool.
6. The use of soap, shampoo or wash powder as well as the washing of swimming costumes in swimming and bathing pools is prohibited.
7. Rubbish (bottles, glasses, cans, paper etc.) should be disposed of in the provided rubbish bins. The resting area should be left in a clean condition.
8. The use of glass containers is not allowed in the barefoot area.
9. In deliberate soiling of the pool (snow, earth or other materials), the cleaning costs must be borne and the guest must reckon with immediate expulsion from the spa.
10. Public displays of affection must be kept to an absolute minimum. Please refrain entirely from such behaviour in the bathing facilities (sauna cabins, steam baths, whirlpools, bathing pools, etc.) and lounging areas. Intimate behaviour will result in expulsion from the premises – without reimbursement of admission fees already paid – and criminal charges.
11. The sauna area is a textile free zone. This area can not be entered with clothing (neither street- nor swimwear).
12. For reasons of hygiene, you may only use seating and lounging areas, especially in the sauna and the restaurant, with a bath towel or bathrobe.
13. Animals are not allowed in the spa.

### II.VI. Restriction of hazards and annoyances

1. Every guest is obliged to show consideration for the other guests particularly with respect to noise. Everything should therefore be refrained from which is an annoyance or even a hazard for other guests.
2. The fences of the grounds should not be climbed on or over.
3. All facilities of the bathing establishment may only be used for their intended purpose (e.g. children's paddling pool, non-swimmer area, water slides).
4. Mobile phones, cameras and tablets are strictly prohibited in the entire sauna area.
5. Photography or filming of strangers and groups without their consent is not permitted.
6. The wearing of diving goggles and similar utensils in the sauna area is prohibited without exception.
7. Every guest has to take into consideration the higher risk of having an accident, that results from wet floors. Thus, special care must be taken in the entire guest area and slip-resistant bathing shoes should be worn outside the pools.
8. Alcohol must be consumed in moderation. Management reserves the right to limit the number of alcoholic drinks served to each guest and to forbid intoxicated guests from further consumption or ban them from the spa should they pose a hazard or disruption to other guests, without reimbursement of used services and admission fees.
9. Smoking is only permitted in the specially designated zones outside.
10. Fragile items, glasses, bottles etc. are not allowed in the bath- and sauna area.

11. It is prohibited to use the outside pool in an (approaching) thunderstorm in order to avoid injuries.

### II.VII. Jumping area

1. Jumping is only allowed in the intended pools at specified times. Jumping in from the side is prohibited in the entire bath- and sauna area.
2. The jumping mode can be restricted, with appropriate visitor frequency.
3. Jumpers have to be particularly careful that other bathing guests are not endangered.
4. Guests in the pool have to take particular care not to endanger the own person or other bathers during jumping mode. Swimmers and jumpers have to take each other's safety into account.
5. In swimming pools or parts of the pool that are equipped for diving or jumping purposes, spa/bathing guests while diving or jumping must do so smoothly and safely, not to endanger themselves or others.

### II.VIII. wave pool and slide complex

1. When using the wavepool, a safety distance of 1 meter to the bulkhead has to be maintained, to avoid possible injuries.
2. For the slide complex, the stated rules of conduct apply.

### II.IX. The use of additional facilities

1. For the indicated usage fee, additional facilities can be used while stocks last.
2. A compensation has to be provided in case of loss or damage.

### II.X. Bringing in and loss of objects, parking cars

1. No liability is borne for objects of value brought into the grounds.
2. Found objects will be deposited at the entrance desk.
3. Vehicles or other objects may only be parked in such a way that entrance to the bathing establishment, particularly with regard to ambulance, fire or police is not hindered.

### II.XI. Reporting obligation / assistance obligation

1. Accidents, thefts and complaints are to be reported immediately to the responsible staff or to the bathing establishment management.
2. Found objects will be deposited at the entrance desk.
3. Every guest is obliged to administer necessary first aid or other forms of assistance.

### II.XII. Other commercial activity / advertising

1. Every kind of commercial activity or advertising in the area of the bathing establishment requires the owner's permission.

## Additional terms to the house- and bathing regulations regarding COVID-19

The Erlebnis-Therme Amadé implements the recommendations and requirements of the Austrian Ministry of Health regarding COVID-19. We ask our guests to maintain these recommendations.

Minimum distance: In general, the minimum distance of 1 Meter in each direction is to be adhered (individual responsibility of the guest). Please note the marks inside the bathing and sauna area. At the reception and lockers area, as well as throughout the restaurant area, wearing a mouth/nose protection is obligatory. This is not applicable for children under 6 years and people that cannot wear any protection due to personal medical reasons. In the outside area, wearing a mouth/nose protection is not required, as long as the minimum distance of 1 Meter can be maintained.

Berths and lounges: The minimum distance of 1 Meter in each direction must be maintained between each deckchair.

Pools: A minimum distance of 1-2 Meters must be obtained at any time.

Sauna: Inside the sauna cabins, the minimum distance of 1 Meter in each direction is to be maintained. Hot baths must not be processed, to minimize the potential spread of aerosoles.

The minimum distance does not have to be maintained by people that share the same household.

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