

House & Spa Rules

of Bad Kleinkirchheimer Bergbahnen AG – hereinafter also „Spa“

Dear visitor!

By purchasing an hour, day, season, or combination ticket, you are concluding a spa usage agreement with Bad Kleinkirchheimer Bergbahnen AG and therefore consent to the House and Spa Rules as well as to the Sauna Rules as a constituent element of the content.

Thank you for your understanding and support. We wish you a relaxing and regenerative time in our Thermal Römerbad.

1. Duties of the Spa

1.1. Grant of use of the facilities, guests' responsibility for risks

- (1) The Spa permits guests to make use of the Spa facilities at their own risk, subject to the terms of these Spa Rules.
- (2) Neither the Spa nor its staff are capable of preventing general bathing accidents. In particular, guests themselves bear the risks associated with sporting activities engaged in or the mere presence on the premises of the Spa.
- (3) The same applies to injuries and other interferences with the privacy of guests on the part of other guests or other third parties who are not members of the Spa staff.
- (4) The Spa can accept only the duties to guests that are listed below.

1.2. Opening times and grant of entry

- (1) The Spa undertakes to permit visits during the opening times displayed or announced by the management.
- (2) If the officially permitted number of visitors is exceeded, the Spa, with the help of the responsible staff, may prohibit the entry of additional visitors. In this case, those wishing to visit must expect waiting times. Entry tickets are only sold on the basis of free capacity. A certain quota is reserved for combination pass holders (skiing & thermal baths). In the event of large visitor numbers, there may still nonetheless be waiting times. Season ticket holders cannot claim a right of entry under such circumstances. They shall have equal priority with daily visitors in order of entrance as guest capacity becomes available.
- (3) The Spa reserves the right to refuse entry without specifying any reasons to persons whose visit to the spa could give cause for concern (alcohol, drugs, illness, hygiene).
- (4) The following persons may be required to leave the Spa – without any claim to reimbursement of the entry fee (!):
 - a. any person who persists in violating the Spa Rules despite a warning;
 - b. any person who refuses to follow the instructions of the Spa staff;
 - c. any person who uses the facility for purposes other than those intended.

1.3. Condition and operation of the facilities

- (1) The Spa shall ensure that the facilities are established, operated and serviced in accordance with regulations. In particular, the Spa must comply with all applicable hygiene and safety regulations. The Spa does not have any further obligations.
- (2) Once the Spa becomes aware of the malfunction, defect or deficiency of any system that no longer permits its safe operation, the Spa shall immediately discontinue usage of the defective system or limit its usage accordingly.
- (3) The guests themselves are responsible for complying with the instructions of the responsible staff.

1.4. Monitoring compliance with Spa Rules

The Spa shall, with the help of its responsible staff and to the extent reasonable, monitor compliance by guests and other persons present on the Spa premises with the Spa Rules. If behaviour is discovered that violates the rules, the persons in question will be warned and, if necessary, required to leave the premises. In order to ensure the safety of the guests and to protect against vandalism, surveillance cameras are installed in the Spa entry area.

1.5. Help in case of accidents

If an accident occurs, the Spa shall provide prompt assistance with the help of its responsible staff and to the extent reasonable.

1.6. Assistance in averting hazards indicated

If the Spa, including in particular its responsible staff, is lead by guests to believe in a plausible threat to the health or life of guests, Bad Kleinkirchheimer Bergbahnen AG and its staff shall take all reasonable efforts to avert this risk.

1.7. No possibility of supervising minors, incapacitated persons, disabled persons or non-swimmers

The Spa and therefore its staff are not in a position and are therefore also not obliged to supervise minors, incapacitated persons and/or physically or mentally disabled persons or non-swimmers.

1.8. Liability of the Spa

- (1) The Spa can only accept liability for damages it or its staff have caused to a guest by unlawful conduct, in particular in breach of contract, for which it is at fault.
- (2) The Spa cannot accept liability for damages resulting from failure to follow the Spa Rules, any other rules for use or the failure to follow the instructions of staff, from any other fault of the injured party or from unavoidable events or force majeure, in particular also due to the actions of third parties. In the event of contributory negligence damages shall be reduced accordingly. The same shall apply mutatis mutandis for any special rules posted for the use of any equipment or facilities (e.g. sauna rules, solarium rules, etc.) as well as any prohibitions or restrictions on use as described in clause 1.3.
- (3) The Spa cannot accept liability for damage to objects caused by contact with water.
- (4) The use of the car park is at your own risk. The Spa is not obliged to monitor the car park or to maintain its surfaces or other equipment in order to protect vehicles against damage (for example by nails, shards of glass or potholes).
- (5) We cannot assume liability for any damage to health resulting from the usage of the thermal baths or the sauna or solarium facilities.

2. Duties of the guests

2.1. General information

- (1) Food and beverages may only be consumed in the restaurant area.
- (2) It is not permitted to take fragile objects into the Spa area.
- (3) It is not permitted to photograph or film guests without their permission.
- (4) In icy conditions, only the cleared paths may be used. During usage of the solarium, the usage rules and warnings displayed must be followed exactly. Each visitor is asked to use only one sun bed. It is not permitted to jump into, push other persons into or throw other persons into the pool. Guests are not permitted to enter equipment rooms.
- (5) Windows, ventilation systems and other technical systems may only be operated by Spa staff. Any interference with any Spa equipment that is not provided for direct guest use is prohibited.
- (6) Smoking is absolutely prohibited throughout the Thermal Römerbad. Smoking is permitted in the designated smoking areas.

2.2. Entry tickets, payment; prepaid cards

- (1) The use of the Spa is only permitted with a valid entry ticket in accordance with the Price Regulations. The Price Regulations form part of the Spa Rules. The applicable prices are those displayed. The Spa reserves the right to correct any errors and misprints.
- (2) Entry bracelets (data carrier watches) must be worn or retained for the full duration of the visit to the Spa. Misplaced entry bracelets will not be replaced. The visitor must leave the Spa and pay for a replacement of the lost entry bracelet. Entry bracelets must be returned upon leaving the Spa.
- (3) The transfer of data carriers is not permitted.
- (4) In case of loss of the data carrier, an amount of € 60.00 (maximum consumption + data carrier) must be paid.
- (5) For hourly tickets, the time required to change clothing is included in the usage period. If the time expires, the guest must pay an additional price.

2.3. Supervision of children, minors, non-swimmers and the disabled persons

- (1) The supervision of children, minors, non-swimmers and disabled persons is the responsibility of the people who are ordinarily obliged to supervise these persons (for example, family members with parenting rights or the corresponding supervision or care staff).
- (2) These persons obliged to supervise shall remain responsible for supervision even if they do not enter the Spa premises or if they leave them prematurely. The applicable youth protection regulations, in particular bans on drinking alcohol and smoking, prohibitions on entering prohibited areas and the duties of persons with parental responsibility must be followed by young persons and the persons with parental responsibility for them.
- (3) The wearing of diving goggles and similar items is prohibited without exception in the pools in the sauna areas.
- (4) Entry to the sauna area is not permitted for children under the age of 15. The Spa may at its discretion allow entry to children under the age of 15, either temporarily or permanently.

2.4. Supervision during group visits

- (1) In the event of group visits, compliance with the Spa Rules shall be ensured and full responsibility for such compliance shall be borne for school pupils by their responsible supervising person, or for associations and other organizations the responsible official. The supervising persons themselves must be present for the entire duration of the group visit.
- (2) These supervising persons must obtain appropriate permission from the supervising staff of Bad Kleinkirchheimer Bergbahnen AG to ensure that the other normal Spa operations are not disturbed by the group visit.
- (3) The supervising person for the group must ensure that there is no running anywhere in the thermal baths in order to prevent accidents.

2.5. Instructions of Spa staff

- (1) Guests are obliged to follow the instructions of the responsible staff of the Spa without exception. This applies even if the guest is of the opinion that the instruction is not justified. Anyone who violates the Spa Rules or use prohibitions for specific facilities (such as thermal baths, sauna, children's area) or restrictions listed in clause 1.3 or fails to follow the instructions of the responsible staff may be expelled from the Spa without any claim to reimbursement of the entry fee against such staff or any other representative of the Spa.
- (2) In particular cases, a Spa ban with future effect may also be imposed.

2.6. Hygiene regulations

- (1) Guests are obliged to maintain the greatest possible cleanliness throughout the Spa.
- (2) The barefoot area may not be entered with outdoor shoes.
- (3) The Spa must not be visited by any person infected with a contagious disease.
- (4) Guests must shower before entering the pool for hygiene reasons. Shower sprays must be turned off immediately after use.
- (5) The use of soap, shampoo or detergents as well as the washing of swimming gear in swimming and bathing pools is prohibited.
- (6) Waste (bottles, glasses, cans, paper etc.) must be placed in the waste containers provided. The pool lounge area must be left clean.
- (7) The use of glass containers is not permitted in the barefoot area.
- (8) In case of intentional contamination of the pools (snow, soil or other objects), the costs of cleaning the pool must be paid and the individual responsible will be liable to immediate expulsion from the Spa.
- (9) Pushchairs may not be taken into the thermal baths area.
- (10) The saunas must only be used while seated on a towel. No sweat may come directly into contact with the wood.
- (11) The wearing of bathing textiles is prohibited throughout the sauna area. Guests are free to cover themselves with bathrobes and/or towels.

2.7. Prohibition of hazards and nuisances

- (12) Every guest is obliged to give consideration of the other guests, especially with respect to noise. Anything that could constitute a nuisance or any risk to other guests is therefore prohibited.
- (13) It is prohibited to climb onto or over the boundary markers of the Spa premises. All systems and equipment in the Spa must be used exclusively for their intended purpose.
- (14) There is a strict prohibition on mobile phones throughout the sauna area.

2.8. Bringing in and loss of property, parking of vehicles

- (15) Valuables must be left at the cash desk in return for a receipt; no liability can be accepted for any valuables brought onto the Spa premises.
- (16) Any items found must be left at the cash desk in return for a receipt.
- (17) Vehicles or other items may only be parked in such a way that access to the Spa is not blocked, in particular for rescue, fire or police interventions.

2.9. Reporting obligations / obligation to provide assistance

- (1) Any accidents, thefts and complaints must be reported immediately to the responsible staff or management of the Spa.
- (2) Every guest is obliged to provide the necessary first aid or other assistance.

2.10. Other commercial activities / advertisement

- (1) Any kind of commercial activity or advertisement in the Spa area shall require its approval.

3. Sauna Rules

- (1) The sauna is operated on an absolutely mixed-gender basis.
- (2) The sauna may only be used by persons who are in suitable health (in case of doubt, it is recommended that you consult your family physician).
- (3) The purchase of a sauna entry pass also includes entry to the thermal baths. In the event of entry to the sauna or wellness area without prior purchase of a pass, the sauna entry fee will be automatically charged.
- (4) Infusions shall be carried out exclusively by Spa staff.
- (5) The pouring of spirits, strong-smelling essences or flammable infusion concentrates onto the sauna furnace is strictly prohibited and can result in a fire in the sauna.
- (6) Infusion times may vary individually. Changes in the schedule and times are possible.
- (7) We recommend showering after infusions – especially after infusions with special creams.
- (8) Mobile phones, photography and filming are prohibited throughout the sauna and wellness area.
- (9) Guests may only remain in sauna chambers unclothed.
- (10) The pool facilities throughout the sauna and wellness area must also only be used unclothed.
- (11) We recommend following the sauna instructions posted in the sauna area.
- (12) The use of the sauna before or after infusions is prohibited.
- (13) Showering is mandatory before using the pool facilities.
- (14) Sauna guests must behave in such a way that does not disturb other visitors.
- (15) The instructions of sauna staff must be followed.
- (16) Children may only visit the sauna area over the age of 15.