

HOUSE RULES & BATHING RULES FOR THE FONTANE THERME SPA

(Last updated: August 2024)

1 GENERAL TERMS

- 1.1 These House Rules & Bathing Rules are intended to allow all guests of the FONTANE THERME SPA to have a pleasant, safe and relaxing stay.
- 1.2 The House Rules & Bathing Rules are binding for all guests of the FONTANE THERME SPA, including use of the outdoor spaces and roads/paths that form part of the premises. By entering the FONTANE THERME SPA, every visitor acknowledges the House Rules & Bathing Rules as binding.

2 OPENING TIMES, ACCESS, ADMISSION

- 2.1 The opening hours are announced on a notice board and on the website. Last entry is 2 hours before closing.
- 2.2 Bathing times, which include the time taken to undress and dress, are based on the agreed rates. The length of stay begins when the access authorisation card is activated when entering the spa by the issuance of the data carrier (card) at the check-in machines and ends when the access authorisation card is inserted into the check-out machines. If the selected length of stay is exceeded, guests will have to pay an extra fee. The latest time the stay ends is when the spa closes. The closing times relate to the time guests leave the spa. The saunas and pools close 15 minutes before the FONTANE THERME SPA closes.
- 2.3 If parts of the FONTANE THERME SPA are currently out of use, a notice will be displayed at reception and on the website. There is no right to a refund or reduction of the admission fee in the event of a restriction of use (e.g. due to operational problems, renovations, inspections, filming, sporting events, training, courses, etc.).
- 2.4 Access can only be granted by appointment and with an online ticket.
- 2.5 The following people are excluded from using the FONTANE THERME SPA:
 - People under the influence of intoxicating substances
 - People who have brought animals with them
 - People suffering from an infectious illness
- 2.6 People with a tendency to seizures and fainting as well as people with learning disabilities are only allowed to use and stay in the FONTANE THERME SPA when accompanied by a responsible person of legal age who has supervisory authority where required.
- 2.7 Non-swimmers and children under 14 years of age are only allowed to enter the FONTANE THERME SPA when accompanied by a supervising adult. Supervising adults are liable for damages in accordance with Section 832 of the German Civil Code (BGB). Children must be supervised at all times. Failure to do so will result in removal from the premises.
- 2.8 Under 15s may only use the freshwater pool, the outdoor saltwater pools and the family sauna (in line with its opening hours) on the ground floor between midday and 7pm daily.

- 2.9 Under 14s are not permitted to enter the sauna area on the upper floor.
- 2.10 Teenagers between 15 and 18 years of age are only permitted to enter all areas of the FONTANE THERME SPA during standard opening hours when accompanied by a responsible adult.

3 GENERAL RULES OF CONDUCT

- 3.1 All facilities at the FONTANE THERME SPA must be handled with care. In the event of misuse, culpable soiling or damage of any kind, the person responsible is liable.
- 3.2 All guests of the FONTANE THERME SPA must refrain from any actions that are contrary to the purpose of maintaining safety, order and cleanliness.
- 3.3 Smoking is only permitted at the FONTANE THERME SPA in designated outdoor areas (with ashtrays) – this also applies to e-cigarettes.
- 3.4 It is generally not permitted to bring and consume food and drink. Failure to adhere to this will result in removal from the premises.
- 3.5 For safety reasons, fragile containers made of glass or ceramic (e.g. bottles) may not be used at the FONTANE THERME SPA.
- 3.6 The consumption of alcohol in the cafe/restaurant should be limited to an appropriate level. The FONTANE THERME SPA reserves the right to restrict the serving of alcoholic beverages per guest, as well as to prohibit further consumption by inebriated guests and to expel them from the spa without reimbursing the admission fee and services paid for.
- 3.7 Non-slip bathing shoes (sandals/flip-flops) must be worn in the spa. Guests must walk and not use any alternative form of transport. For hygiene reasons, no outdoor shoes may be worn on the entire premises – apart from the marked routes to and from the changing rooms.
- 3.8 It is not permitted to display, affix or distribute advertising brochures, flyers, publications or similar in and on the outdoor areas and parking zones at the FONTANE THERME SPA, nor to carry out actions intended to serve the commercial interests of the guests or a third party.

4 BATHING & SAUNA RULES

- 4.1 The FONTANE THERME SPA is a thermal baths with saunas and a family sauna. Swimwear, a towel, a large sauna towel, bathing shoes and a bathrobe are required to use the FONTANE THERME SPA.
- 4.2 No clothing is to be worn in the FONTANE THERME SPA sauna area. Swimwear must always be removed in the sauna area. When not in the saunas themselves, guests must wear bathing shoes and cover themselves with a bathrobe or towel. When in the sauna, guests can cover themselves with a towel if they wish to do so. All guests must sit or lie on a towel when in the sauna to avoid skin touching the wood.
- 4.3 Guests must cover themselves with a bathrobe or towel when in the cafe/restaurant and in the relaxation areas and must dry themselves before sitting on the furniture.



- 4.4 Guests must shower and clean themselves thoroughly before using any of the spa facilities. Soap and shower gel must not be used except in the shower cubicles. The washing of clothing, shaving, dyeing or tinting hair is not permitted.
- 4.5 In order to respect the needs of guests looking to rest and relax, care must be taken to ensure peace and quiet throughout the spa, particularly in the relaxation rooms and steam rooms.
- 4.6 Public affection should be kept to a minimum. Acts of intimacy will be punished with a house ban – with no reimbursement of admission fees and other fees paid – and criminal charges.
- 4.7 Loungers and other seats may not be reserved. Guests will be told to remove their items from loungers. The FONTANE THERME SPA reserves the right to vacate any loungers or seats that have been reserved on busy days. Guests must lie on a towel or bathrobe when using the reclining beds.
- 4.8 For safety reasons, the outdoor areas will be closed to guests in the case of thunderstorms or heavy rain. There is no claim to a reduction in admission fees as a result of this.
- 4.9 The pools may only be entered via the entrances provided. Jumping, pushing in, making noise, diving, playing music or carrying flippers as well as throwing toys, such as balls, etc., is not permitted, especially in the thermal and sauna areas.
- 4.10 Please note, thermal saltwater may cause irritation to open wounds and skin abrasions.
- 4.11 Out of consideration for other guests, mobile phones must be turned off and all devices with a camera must be stored in a locker. It is not permitted to take photographs in the spa. Anyone found to be taking pictures will be removed from the spa.
- 4.12 Technical installations (e.g. radiators, ventilation inlets, sauna heaters, safety grilles and sensors) must not be covered with objects/towels due to the risk of fire.
- 4.13 Only staff are permitted to perform infusions. Guests are not permitted to bring their own sauna infusions.

5 USE OF THE SPORTS FACILITIES

- 5.1 Under 14s must not enter the fitness area.
- 5.2 Teenagers between 14 and 18 years old are only permitted to enter the fitness area when accompanied by a supervising adult.
- 5.3 Guests use the equipment at their own risk. Guests are liable for all damages caused by improper use of the equipment. This is especially true in cases where the instructions of staff are ignored or where guests do not ask for instructions from the staff prior to beginning their workout.
- 5.4 Guests are required to wear appropriate sportswear in the gym and in the fitness studio, as well as clean, non-marking trainers.
- 5.5 For reasons of hygiene, floor exercises in the gym and fitness studio need to be performed on a mat.
- 5.6 Only instructors are permitted to use the sound systems in the training rooms.



- 5.7 For reasons of hygiene, guests must always sit on a towel when training on the gym equipment and in the fitness studio.
- 5.8 For reasons of hygiene, all equipment must be cleaned with the disinfectants and wipes provided after use.
- 5.9 Portable equipment, such as dumbbells and weight plates, must be tidied away after use.

6 LOST PROPERTY

- 6.1 Items that are found in the FONTANE THERME SPA should be handed in to reception or to a member of staff.
- 6.2 Any liability for valuables and lost property is excluded. This applies, among other things, to bathing equipment, technology, and objects locked in the changing rooms. The treatment of lost property is governed by legal regulations. The provisions of Sections 965 to 967 and 969 to 977 of the German Civil Code (BGB) do not apply in accordance with Section 978 (1) of the BGB.

7 SUPERVISION

- 7.1 Staff at the FONTANE THERME SPA are authorised to enforce the establishment's House Rules. Instructions given by the staff must be followed.
- 7.2 Staff at the FONTANE THERME SPA are entitled to exclude guests who endanger safety and order, who harass other guests or who violate the provisions of these House Rules & Bathing Rules from further use. In such cases, admission fees will not be refunded. Failure to comply with these instructions makes the guest liable to prosecution for breach of the peace.
- 7.3 Anyone who unlawfully gains access to the premises and operating facilities, intentionally does not pay for the services or attempts to do so, or uses paid services without paying will be immediately expelled from FONTANE THERME SPA and should expect criminal charges.

8 EXCEPTIONS

- 8.1 The House Rules & Bathing Rules apply to the general spa and sauna operations, the family sauna and throughout the FONTANE THERME SPA, including the gardens and outdoor spaces. Exceptions may be made to these House Rules & Bathing Rules without prior notification or amendments to these rules in the case of special events.

