

Dear Visitors,

By purchasing a ticket you enter into a bathing visit contract with the KRISTALLBAD Wald - Koenigsleiten GmbH and agree to recognise the following bathing regulations as part of this contract.

SWIMMING RULES



1. Obligations of the Baths

1.1. Granting use of facilities and associated risks

- (1) The management allows visitors to use the facilities of the resort area within the framework of these bathing rules and at their own risk.
- (2) It is not possible for the facilities management or their staff to prevent swimming accidents in general. The visitors themselves must carry the responsibility and be aware of the hazards associated with exercising in water, its sports and its terrain.
- (3) The same applies to injuries and other invasions of privacy due to other guests or third parties that are not members of staff of the baths.
- (4) The baths takes on the following responsibilities towards its visitors.

1.2. Opening times and granting access

- (1) The baths are required to allow visitors access during the official opening times or those made known to visitors by the supervisory staff.
- (2) If the maximum number of permitted visitors is exceeded, the baths, with the help of competent staff, may prohibit the access of further visitors; under such circumstances visitors will have to expect waiting times.
- (3) The baths reserves the right to refuse entry to persons, whose admission to the baths appears questionable, without the need to give a reason.

1.3. Operating Conditions of the Facilities

- (1) The baths are responsible for ensuring that the facilities are built, operated and maintained in accordance with the regulations. In particular, the bathing facilities shall comply with all applicable health and safety standards. There are no other obligations in existence for the baths.
- (2) Once the baths are aware of a fault, deficiency or defect in the nature of the facilities, which no longer guarantees its safe operation, the baths shall immediately prohibit the use of the affected facility or restrict its use in a sufficient manner.
- (3) The bather/visitor must comply with the instructions of staff.

1.4. Monitoring the compliance of the bathing rules

The baths control, within reasonable limits, with the help of its employees the compliance of the bathing rules by visitors and other persons who are present on the premises. Should disorderly conduct be established the persons will be warned and if necessary escorted off the site.

1.5. In case of accidents

If there is an accident, the management and its staff will assist to relieve the incident within the bounds of reasonableness and without delay.

1.6. Help in the defence of displayed dangers

If the baths and in particular its' personnel become aware of a credible and/or imminent danger to the health and lives of its guests, the baths are, with the assistance of its staff required within reason to avoid this risk.

1.7. There is NO supervision of children, minors, non-swimmers and disabled persons

The baths and its' personnel are not able to, and are therefore not obliged to, supervise persons who are underage, under guardianship, physically or mentally disabled or who are non-swimmers.

1.8. Liabilities of the Facilities Management

- (1) The baths are liable only for damage caused through the facilities or its staff to persons through unlawful, or in particular breach of contract and negligence.
- (2) The baths are not liable for damage caused due to failure to observe the bathing rules, or of any other abuse of the regulations, or by not following the instructions of the staff, or by other private individuals, the fault of the victim or by unavoidable events or acts of God, especially by intervening third parties. Contributory negligence leads to a corresponding share of the claim. The same applies to all respective equipment and facilities where special rules apply to its use (i.e. for slides, saunas and solariums etc.), or for any prohibitions or restrictions in use related to the meaning of Point 1.3.Para.2.
- (3) For unforeseen events, which no longer allow the use of the facilities, there is no entitlement to a refund of the entry fees. (Nor will there be a entry fee replacement).
- (4) The use of the parking facilities is at your own risk. The baths is not required to monitor or maintain parking spaces nor other facilities, it is not required to protect the vehicles from damage (e.g. surface debris consisting of nails, broken glass or potholes etc).

2. Guest's Obligations

2.1. Tickets, keys, value cards, deposits

- (1) The use of the pool facilities is only permitted with a valid ticket (GAT - disk) according to stated rates. The rate card schedule forms part of the pool regulations.
- (2) Tickets (GAT - disk) must be retained throughout the duration of the visit to the baths. For lost tickets (GAT - disk) the fees are calculated to the max rate possible plus the deposit for the disk. The guest must leave the facilities or buy a new ticket.
- (3) The admission ticket (GAT - disk) must be surrendered upon leaving the baths.
- (4) In the event of lost property belonging to the Kristallbad - GmbH such as those items "on loan" a replacement must be made.

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

(1) For the supervision of children, minors, non-swimmers and disabled persons, those persons normally responsible for these individuals must make provisions with suitable or other supervisory agents (e.g., the legal guardians, relatives or equivalent supervisors or carers). Minors under 8 years must be accompanied by a responsible person.

(2) These persons will continue to be held responsible for the supervision or care even if they do not enter the grounds of the baths themselves or if they leave prematurely.

(3) The applicable Child Protection Regulations apply, especially those regarding alcohol and smoking bans, travel restrictions, the obligations of guardians are to be adhered to by young persons and their guardians.

2.3. Supervision of group visits

(1) In the case of group visits, the respective regulatory person, in the case of clubs and other organisations, has the responsibility for the compliance with the bathing rules and has to take full responsibility for all of the students. The relevant supervisors must be present during the entire duration of the group visit.

(2) These supervisors must agree to maintain, together with the bath's supervisory staff, the smooth running of the facilities for normal bathing, so that they are not disturbed by the group's visit.

2.4. Instructions from the Facilities' staff

(1) Guests are required to fully comply with the instructions of the facilities' staff. This applies even if in the guest's opinion, the statement issued to him is not justified.

(2) Whoever transgresses the pool regulations or prohibitions on use of certain facilities (eg slide, sauna) or restrictions within the meaning of point 1.3.Para.2 or defies the instructions of staff or any other representative of the baths, shall forfeit the right to claim a refund for the entrance fee and s/he will be asked to leave the site.

(3) In special cases, a ban on future visits can be voiced.

2.5. Hygiene Provisions

(1) Guests are required to maintain the highest standards of hygiene throughout the bathing facilities

(2) The barefoot areas may not be entered wearing outdoor shoes.

(3) The swimming pool area may not be visited with infectious diseases.

(4) Prior to entering any of the pools a shower must be taken for hygiene reasons. The showers must be turned off immediately after fair use.

(5) The use of soap, shampoos and detergents and the washing of swimwear in swimming and bathing pools is prohibited.

(6) Rubbish such as bottles, jars, cans , paper, etc. is to be disposed of in the appropriate rubbish bins.

2.6. Refrain from causing hazards and nuisances

(1) Each guest is to take into consideration, especially in terms of noise pollution, the other bathers. Guests are therefore requested to refrain from doing anything that is annoying or hazardous to others.

Guests are to refrain from jumping into the small water pools, as well as playing ball and group games in the water and on the sun-bathing areas.

(2) The boundary fences of the bathing site may not be climbed on or over .

(3) All of the bath's facilities and equipment may be used only for their intended purpose (e.g., childrens' paddling pool, non-swimming area, water slides).

2.7. Use of the pool, equipment etc.

(1) The installed equipment offered by the baths (e.g. water slide) must to be used in accordance with the instructions on usage.

(2) Users of the equipment and facilities have to ensure themselves that they do not endanger other bathers and users. Bathers who find themselves in the vicinity of apparatus and equipment are to ensure that no harm comes to themselves or other users of the equipment and facilities. Bathers must be considerate of each other.

(3) The instructions of staff must be obeyed.

2.8. Consumption of food and beverages, no smoking policy

(1) Food and beverages may only be consumed in the designated areas.

(2) The use of glassware is prohibited in all barefoot areas.

(3) Smoking is prohibited indoors throughout the entire facility.

2.9. Lost and Found items, parking of vehicles

(1) Valuables must be deposited at the baths' cash desk in return for a receipt otherwise no liability will be accepted for valuables brought onto the site.

(2) Found objects must be brought to the cash desk and will be deposited and a receipt issued.

(3) Vehicles or other objects may only be parked in such a manner so as not to hinder access to or on the site by the emergency services for rescue purposes, such as the fire brigade or police.

2.10. Incident Reporting/ Obligations to offer Assistance

(1) Accidents, thefts and complaints are to be reported to the responsible staff or management of the baths immediately.

(2) Every guest is obliged to provide first aid where required or offer other necessary assistance.

2.11. Additional commercial activities / Advertising

Any type of commercial activity or advertising on site requires the consent of the owner.

We ask all sauna and pool guests to follow the sauna and pool regulations and to be self disciplined enough so that this site is a place of rest and relaxation for all visitors.

Dear Guests,



By purchasing a ticket you enter into bathing visit contract with the KRISTALLBAD Wald - Koenigsleiten GmbH and agree to recognise the following sauna rules as part of this contract.

SAUNA RULES

- 1 The sauna rules are part of the pool regulations and are therefore binding for all users.
- 2 The sauna is operated on a mixed gender basis.
- 3 The sauna may be used only by persons who from a health point of view are suitable (If in doubt you are advised to consult your family doctor).
- 4 Only those sauna oils approved by the sauna management may be used in the appropriate quantities.
- 5 The pouring of spirits or strong-smelling essences or combustible substances onto the embers is strictly prohibited as this may in some cases lead to fires.
- 6 The infusion times are set individually by the management. Changes in programme and times remain at the discretion of the management.
- 7 Each visitor is obliged to undergo a full body wash before entering the sauna.
- 8 There is a strict mobile phone ban in the quiet rooms.
- 9 Staying in the sauna chambers is only permitted if guests are not clothed.
- 10 It is recommended that sauna instructions are observed, these can be found on hooks outside the sauna area.
- 11 For reasons of hygiene, the sauna chambers may only be used with a sufficiently large towel.
- 12 Entering or leaving the sauna chambers directly before and after the infusion is to be avoided.
- 13 Whilst using the hot sauna types it should be noted that high temperatures are characteristic for these rooms.
Appropriate caution is required. Mishandling the facilities within the sauna area is prohibited.
- 14 The sauna guests are to behave in a manner that will not disturb other visitors.
- 15 The instructions of the sauna staff must be followed.
- 16 The reservation of loungers by placing objects such as towels, beach bags, newspapers and the like, on them is prohibited.
- 17 Smoking is only permitted in the designated smoking areas.
- 18 Children over the age of 15 years are allowed in the sauna area.

We ask all sauna and pool guests to follow the sauna and pool regulations and to be self disciplined enough so that this site is a place of rest and relaxation for all visitors.

The Kristallbad – Management