

Pool rules

1. Hotel responsibilities

1.1. Granting use of facilities, guests' risk

- Access to pool facilities is permitted to hotel guests only. Guests shall use the facilities at their own risk.
- It may not be possible to avoid pool-related accidents. Guests are advised that they bear any risk inherent in exercise/sport practised in the pool facility. Wearing pool shoes is recommended.
- The hotel shall not be liable for injuries and other intrusions of guests' privacy caused by other guests or third parties not belonging to the hotel staff.
- The hotel accepts the following responsibilities as regards guests with authority to access the facilities.

1.2. Opening times and access

- The hotel shall allow guests access to the facilities during times displayed or announced by supervisory staff.
- The hotel reserves the right to refuse entry without explanation to persons whose admission to pool facilities appears in question.
- In case of danger of lightning, access will be barred to outdoor areas of the facility.

1.3. Condition and operation of facilities

- The hotel is responsible for ensuring set up, operation and maintenance of facilities in accordance with regulations. In particular, all applicable health and safety standards shall be complied with at all times. The hotel does not have any further responsibilities.
- As soon as the hotel is informed of a facility's failure, deficiency or defectiveness that no longer guarantees its safe operation, the hotel shall immediately prohibit the use of the defective facility or limit its use appropriately.
- Each hotel guest is solely responsible for complying with the instructions given by responsible personnel.

1.4. Monitoring compliance with pool rules, CCTV surveillance

- The hotel and any authorised staff shall take reasonable measures to monitor compliance with pool rules by guests and other persons present in the facility. In the event of non-compliant behaviour the persons concerned shall receive a warning and may be barred from further use of the facility.
- The facility is not under constant supervision. CCTV is in operation in the pool area.

1.5. Measures taken in the event of an accident

- In the event of an accident the hotel and authorised staff will take every reasonable measure to procure immediate help.

1.6. Measures taken to avert reported dangers

- In the event that the hotel, and especially authorised personnel, are informed to their reasonable satisfaction of an imminent danger to the health and life of guests, hotel staff will take reasonable measures to avert the danger.

1.7. There are no facilities for supervising minors, people with disabilities and non-swimmers

- The hotel and its staff, are not obliged or in a position to supervise minors, those with physical or mental disabilities, and non-swimmers. The facility is not under constant supervision.

1.8. Liability in the event of an accident

- The hotel shall be liable only for such injury or damage that it or its staff inflicts upon guests as a result of unlawful conduct, especially such that is in breach of contract or caused by negligent conduct.
- The hotel is not liable for damage or injury caused by disregarding pool rules, any other user provisions, by non-compliance with instructions provided by staff, by any other culpability on the part of the injured party, or by unavoidable circumstances or force majeure, especially by third party infringements. Contributory negligence shall lead to corresponding apportionment of loss or damage. The same applies *mutatis mutandis* to specific user instructions placed by equipment and facilities (e.g. slide, sauna etc.) and for any use prohibitions or restrictions within the meaning of item 1.3. section 2.

2. Guest responsibilities

2.1. Room key cards

- Use of pool facilities is only permitted to guests with a valid room key card.
- Room key cards can also be used for storing valuables in lockers provided in the entrance area.

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

- Parents are liable for their children! Children under the age of 9 may only enter the facility in company of a person authorised to look after them.
- Under 15s may only use Jacuzzis when accompanied by a person authorised to look after them.
- People with responsibility for children, minors, non-swimmers and the disabled must also make provisions for other carers (e.g. legal guardians and carers).

- Those given responsibility remain responsible for supervision, even if they do not enter the Waterworlds or Vitality World, or if they leave early.
- The current youth protection regulations, especially pertaining to alcohol and tobacco restrictions, exclusion orders, and obligations of guardians must be respected by young people and their guardians alike.

2.3. Hotel staff instructions

- Guests are obliged to fully comply with the instructions provided by the hotel's responsible personnel. This also applies in the event that a guest does not consider the instruction issued to be justified.
- Anyone violating pool rules, use prohibitions for particular facilities (e.g. slide, sauna, etc.), limitations within the meaning of 1.3. section 2, or who defies instructions given by responsible personnel may be asked to leave the pool area by this personnel or other hotel representatives without thereby gaining the right to a reduced accommodation rate.
- In particular cases, a (temporary) future use prohibition may be imposed.

2.4. Hygiene regulations

- Guests are required to maintain the highest levels of cleanliness throughout the pool facility.
- Barefoot areas may not be entered with street shoes.
- People with infectious diseases must not enter the pool facility.
- For hygiene reasons, guests must shower prior to entering a pool, and turn off the shower after use.
- The use of soap, shampoos or detergents, and washing swimwear in the pools is prohibited.
- Waste must be placed in the designated waste containers.

2.5. Food and drink, bathrobe zone

- Guests may not take food into the Waterworlds' interior areas.
- For safety reasons, china and glass may not be brought into the facility.
- Drinks may be taken in plastic or unbreakable cups only.
- Bathrobe zone is in the Chimney Lounge. In other areas of the hotel, we request that appropriate clothing is worn.

2.6. Refraining from causing hazards or nuisances

- Guests are obliged to be considerate towards other pool visitors, especially as regards noise. Therefore, anything that might cause a hazard or nuisance to other guests is prohibited.
- Photographing or filming people without their consent is prohibited.
- Electronic devices (e.g. mobile phones and tablets) must not be taken into the Schloss Spa's textile-free area, and in other areas may only be used with headphones.
- Please take care when walking around the area. Although special non-slip tiles are installed, there is increased risk of slipping in the pool area and we recommend that visitors wear pool shoes.

- Climbing on or over the pool area barriers is prohibited.
- Pool facilities and equipment may only be used only for their intended purpose (e.g. paddling pool, non-swimmers area, water slides).
- We recommend that people with long hair should wear a swimming cap, or tie up their hair.
- Reserving sunbeds by placing towels or personal items on them for periods exceeding 1 hour is not permitted.

2.7. Duty to report/provide assistance

- Accidents, thefts and complaints must be reported to appropriate personnel or reception without delay.
- In an emergency, press the red emergency button at the entrance to the facility.
- Every guest is required to provide first aid or other assistance if required.