

HOUSE AND BATHING RULES

for the Stadtwerke Heidelberg Bäder GmbH (SWH-B) in Heidelberg

(Stand 01.11.2013)

§ 1 Purpose

1. The House and Bathing Rules regulate the use and operation of the bathing and sauna facilities. They serve to ensure safety, orderliness and cleanliness in the indoor and outdoor swimming pools and the connected saunas.

2. The House and Bathing Rules are mandatory for all bathing guests and must be observed. On entering the facilities, bathing and sauna guests must recognise the provisions of the house and bathing rules and all other dispositions issued for the maintenance of operating safety, and obligate themselves to adhering to these rules.

3. The House and Bathing Rules apply for general bathing and sauna operation. In case of special events, exceptions can be permitted without special annulment of the House and Bathing Rules.

4. During school trips to the bathing facilities, the teaching staff are responsible for maintenance of the House and Bathing Rules and assume the supervision of their charges; this also applies for the Accident Prevention Regulations. Separate agreements can also be closed pertaining to this subject.

5. Every commercial activity within the bathing facilities or the sauna – this includes the giving of private swimming lessons subject to a charge, and association, sporting and other community events – is subject to approval by the bathing facility operator (SWH-B). When such events are conducted, a training supervisor must be designated. This person is then responsible for the maintenance of the House and Bathing Rules; this also applies for the Accident Prevention Regulations.

§ 2 Use

1. The baths and saunas can be used by anyone in possession of a valid admission authorisation. Excluded from this rule are people with open wounds, skin rashes or other, comparable diseases and people under the influence of intoxicating substances.

2. People suffering from repeated convulsive fits and fainting fits and mentally disabled people and those who are permanently or temporarily unable to use the bathing or sauna facilities due to illness without generating a hazard for themselves or to others may only enter the facilities accompanied by a supervisor. This supervisor is then responsible for the maintenance of the House and Bathing Rules.

3. Children under 7 years of age may only enter the bathing facilities accompanied by a responsible supervisor. Male children under 7 years of age may be brought to the women's swimming hours.

4. Children up to and including 10 years of age may only use the sauna facilities on family days. People under 14 years of age may only enter the sauna facilities under supervision by an adult in accordance with the gender allowed to enter on the respective day.

§ 3 Admission authorisation

1. Every bathing and sauna guest must be in possession of a valid entrance ticket for the respective services (ticket, token coin, booth key, transponder tickets or another form of proof). The price list by SWH-B applies. Sauna guests must also be in possession of a valid control wrist strap, which must be visibly worn during their entire stay in the facilities.

2. Single authorisations only apply for one single entry to the bathing or sauna facilities; they may be temporally limited. Single entrance tickets purchased from the machines only apply for that same day.

3. A permanent authorisation is valid for the time period stipulated in the price list.

4. If the annual ticket can no longer be used because a person has moved away, and the remaining period of validity totals more than 12 weeks from the time of deregistration, remuneration will be paid. If an annual ticket cannot be used due to sickness or a period spent in spa care over a time period of at least 6 weeks, the annual ticket can be extended by this time period on submission of a medical certificate or a verification of equal substance.

5. Permanent authorisation verifications and admission authorisations for those people to whom reduced or free entry is to be granted in accordance with the price list are not transferable.

6. The admission authorisation is to be shown to supervisory staff on request. The remuneration for unused or mislaid admission authorisations will not be reimbursed – also in case of expulsion from the bathing facilities. An exception to this rule are annual and season tickets. These will be replaced on submission of proof of purchase and the code replaced subject to the payment of a processing fee to the sum of the deposit for annual and season tickets.

7. Visitors who request entrance at a reduced charge must

be able to show their authorisation for such reductions at any time.

8. In case the entrance tickets are misused (in particular through the use of a reduced-price entrance ticket without authorisation), a monetary penalty to the sum of 40.00 € will be imposed. In addition, the respective person may be banned permanently or temporarily from the facilities, or charges may be brought against them.

The same applies for the use of the sauna without valid entrance authorisation. Season, annual and multiple tickets can be taken from persons misusing them, in particular if they have given them to third parties.

9. Change given must be checked immediately on reception. Subsequent complaints cannot be considered.

§ 4 Opening times, cash desk times

1. The opening times and times in which the respective group of persons may use the bathing and sauna facilities are publically displayed on a sign, in particular at the bathing or sauna facility entrances.

2. Use of the swimming pools ends half an hour prior to closure of the baths. The use of the sauna cabins ends half an hour prior to closure of the sauna. The facilities must be exited within opening time hours.

3. In order to maintain the operating safety and cleanliness in spite of high numbers of guests or in poor weather, a bathing facility, a sauna or parts of these may be temporarily closed without a reduction of the entrance fee. In case of storms, the bathing facilities, in particular the pools, and the entire play and lawn area of the outdoor swimming pools must be cleared without delay as ordered by the supervisory staff. The holders of permanent admission authorisations may not claim during these periods for use of the bathing facilities or for compensation. Entrance fees will not be reimbursed.

4. The opening times for outdoor swimming pools can differ depending on the time of year and the weather conditions, without persons being able to claim for reimbursement of the entrance fee.

5. Cash desks are generally kept open from opening of the bathing facilities up to one hour prior to closure of the bathing facilities. The cash desk closing time for saunas is 1.5 hours prior to their closure.

§ 5 Use of the bathing facilities

1. The bathing and sauna facilities must be treated with care. The pool borders, walk-through pools and shower rooms in the outdoor swimming pools and in the indoor swimming pools and saunas (with the exception of the changing rooms and the paths to the changing rooms) may only be accessed barefoot or with bathing sandals, but not

with outdoor footwear.

2. Water is precious. When using the showers, please therefore ensure that this resource is used sparingly. Simultaneous opening of several showers for alternating use is therefore prohibited. The washing of clothes – even when on the body – is prohibited.

3. For reasons of safety, bringing glass bottles and other dangerous objects into the pools, pool borders and sauna and shower areas is prohibited.

4. Any contamination of the facilities is prohibited. Contamination or damages must be reported to supervisory staff immediately after their detection.

5. No animals may be brought into the bathing facilities.

6. Vehicles of all kinds, including bicycles and scooters, must be parked outside the bathing facilities. It is not permitted to enter the bathing facilities on roller skates (inline skates) or to use these within the bathing facilities. Prams can be parked in the outdoor swimming pools outside the pool areas. Prams are not permitted in the indoor swimming baths or saunas.

7. Please observe the guideline signs.

8. Body care procedures such as the cutting of nails, shaving etc. are not permitted in the bathing and sauna areas.

§ 6 Changing rooms, clothing storage, valuables compartments

1. Changing rooms, showers and toilets are to be used separately according to gender. They serve only for changing clothes. Remaining in these areas for other purposes is not permitted. In the indoor swimming pools and saunas, the changing room cabins provided are to be used to change clothes.

2. Lockable lockers are available for storage of clothing. Special compartments are available for valuables. The clothing lockers and valuables compartments must be locked by the user themselves and the key retained on their person during use of the bathing facilities. In case the key is lost, the remuneration determined in the price list must be paid.

3. Locked clothing lockers are – with the exception of the rented lockers – opened after operating hours. Rented lockers are opened after expiry of the rental period.

§ 7 Bathing clothing

1. Bathing is always only permitted in conventional bathing clothing. It is prohibited to wear t-shirts in the water. In outdoor swimming pools, clean neoprene suits may also be worn. This is also permitted for course instructors in indoor swimming pools. Long hair must be tied back. In case of doubt, the supervisory personnel will make a decision.

2. Babies and toddlers must wear suitable bathing clothing in the form of close-fitting pants.
3. Bathing shoes may never be worn in the pools.
4. Bathing clothing may only be rinsed and wrung out in the facilities provided for the purpose (showers, washbasins).
5. The entry into or stay in the swimming area is prohibited in street clothing for reasons of hygiene and cleanliness.
6. The following rule applies for school swimming: School-children not taking part in school swimming but remaining in the swimming area must wear appropriate clothing (tracksuit, sports trousers, t-shirt etc.)

§ 8 Conduct

1. Visits to the bathing facility should provide users with recovery, relaxation and leisure time pleasure. Every user must conduct themselves so that others are not damaged, endangered or molested. Bathing guests must not do anything which contradicts the rules of good conduct and the maintenance of safety, peace and orderliness .
2. The following are prohibited in particular:
 - a. Making noise and disturbances with audio playback and TV devices, music and signalling instruments; the supervisory staff is authorised to confiscate such devices for the period of the user's stay in the bathing and sauna facilities
 - b. Spitting onto the floor or into the bathing water
 - c. Throwing away of glass and other sharp objects
 - d. Photographing and filming people and groups unknown to you (also using mobile phone cameras) without the consent of these bathing guests
 - e. The distribution of advertising material of any kind
 - f. Ball and throwing games of any kind except for in the areas provided for the purpose
 - g. Claiming of the paddling pools by children over 10 years of age
 - h. Money collections of any kind
 - i. Smoking in the indoor swimming pools and sauna facilities with the exception of the separate areas reserved for the purpose
 - j. Smoking in the changing and sanitary rooms and in direct proximity to outdoor swimming pools
 - k. Throwing away or leaving of waste at places not expressly provided for the purpose
 - l. Eating and drinking in direct proximity to the pools
 - m. Entering flower beds and blocked-off areas

§ 9 Conduct whilst using the bathing facilities

1. Avoid all contamination of the pool water. The use of soap, brushes and other cleaning agents is prohibited in the pools and the walk-through pools.
 2. Guests must clean themselves prior to entering the bathing pool. Suncream and other liniments must be washed off prior to using the pools. Showers are to be switched off after use.
 3. In order to guarantee maximum safety standards,
 - a. Running along the pool borders
 - b. Jumping from the side of the pool
 - c. Pushing or throwing other people into the pool
 - d. Pushing other people under water
 - e. Gymnastics on separation barriers, springboards, access ladders and holding bars are prohibited.
 4. The use of air cushions and tyres cannot be permitted in the pools.
 5. Exclusively toys and aids suitable for water may be used in the pools. The use of flippers, diver's goggles and snorkel devices requires special consent. The supervisory staff on duty may decide on the use of such devices. The use of swimming goggles takes place at your own risk.
 6. Unpractised swimmers should keep away from swimming and springboard pools.
 7. The use of the springboard and slide systems takes place at your own risk. The supervisory staff decides on their release. See-sawing on springboards and swimming under springboards when they are released is prohibited.
- Only 1 person at a time may use the springboard or slide equipment. Every user must ensure for themselves that there are no swimmers in the springboard, landing or slide area. These areas must be exited immediately after use.
- Individual orders from the supervisory staff must be followed without delay.

§ 10 Conduct in case of accidents

Accidents and injuries must be reported to the supervisory staff immediately.

§ 11 Lost property

Lost property must be submitted to the supervisory staff. No claims to possession of the lost property can be made. Lost property is subject to the statutory provisions.

§ 12 Liability

1. Bathing and sauna facility guests act at their own risk, irrespective of the obligations of the operator to maintain

the pools and facilities in a safe condition for use.

2. The SWH-B or its vicarious agents are only liable for damage to property and financial damage within the scope of the legal provisions. The SWH-B is not liable for the destruction, damage or loss of clothing items, valuables or other objects brought in even if these were correctly stored in lockers or valuables compartments, unless the SWH-B or their vicarious agents have acted with intent or with gross negligence.

3. The perpetrator of injury to persons or damage to property or financial damage generated through non-observance of the provisions in these House and Bathing Rules or the orders of the supervisory staff bears full liability for the same. Parents hold liability for their children.

4. Users are obligated to pay compensation for damages in case of the loss, damage or contamination of property belonging to the bathing and sauna facility operator.

§ 13 Supervision

1. The orders from supervisory staff must be followed. The supervisory staff at the bathing or sauna facilities will exercise the House Rules for guests.

2. Guests who

- › Violate the House and Bathing Rules
- › Endanger the safety, peace and orderliness
- › Molest other bathing or sauna facility guests
- › Do not follow orders issued

may be temporarily or permanently banned from visiting the bathing facility, including the saunas. In such cases, the entrance fee or remaining credit will not be reimbursed. A violation of house bans may entail charges being brought against the perpetrator due to unlawful entry.

3. Requests, suggestions and complaints can be made to the supervisory staff or to the bathing facility operators.

§ 14 Bathing facility operation

1. The duration of use during the defined opening times is unlimited. Deviating rules are announced in the form of signs displayed at the cash desk.

2. Individual swimming pool lanes may be temporarily blocked off for school or association operation and for special courses.

3. Jumping into the indoor swimming pools is only permitted with the consent of the supervisory staff during public bathing facility operation.

§ 15 Sauna facilities/Sauna rules

1. The operation of the sauna facilities as a community facility demands mutual consideration. However, these provisions

should permit every user the unrestricted, correct functional use of the sauna facilities.

2. Use of the sauna facilities always takes place – even if all bathing and sauna rules are observed – at your own risk. In cases of doubt as to a person's compatibility with sauna use, please consult a physician in advance. The supervisory staff cannot make decisions on a person's compatibility with the sauna facilities.

3. In the sauna facilities, eating and drinking is only permitted in the zones assigned accordingly.

4. After thorough cleaning of the body, sauna users must dry themselves off prior to entering the sauna cabins. The sauna cabins and the plunge pools are to be entered unclothed.

5. Use of the sauna room is only permitted with a sufficiently large bathing towel so that no perspiration gets onto the wood. The towel must be removed on exiting the steam room.

6. The drying of towels or underwear in the sauna room or on radiators in other rooms is prohibited due to the poorer quality of air thus generated. The supervisory staff reserves the right to remove such objects.

7. During the use of the sauna rooms, sauna guests must observe that the high temperatures are characteristic of this room. Accordingly, please exercise appropriate care. It is forbidden to touch the stoves, thermostats, thermometers and technical equipment.

8. Devices and technical systems (also windows and ventilation equipment) may only be operated by supervisory staff; this also applies for the execution of sauna infusions. Bringing spirits and strong-smelling essences with you, in particular pouring these or other substances onto the stove is strictly prohibited for reasons of safety (risk of fire). During the infusions, the door of the steam room – with the exception of emergencies – must be kept closed.

9. The sauna is a place of rest, recovery and relaxation. Therefore, other bathing guests may not be disturbed. It is prohibited in the entire sauna area, but in particular in the steam and rest areas, to talk loudly or to conduct physical exercise.

10. It is prohibited to jump into the water pools within the sauna facility; prior to use, the body must be cleaned of perspiration and any liniments.

11. It is prohibited to clean feet in the foot-warming bath.

12. Please refrain from massage, scraping, scratching and brushing in the sauna room for reasons of hygiene.

13. It is recommended that you wear bathing sandals in the sauna facility. These are not permitted in the sauna cabins and plunge pools.

14. Use of the daybeds is only permitted when clothed. At least a bathing towel (which has not been used in the sau-

na) must be wrapped around the body. The reservation of daybeds is prohibited. The supervisory staff have the right to collect towels from reserved daybeds.

15. Every guest must familiarise themselves with the general sauna rules prior to visiting the sauna.

§ 16 Coming into force

The House and Bathing Rules shall come into force as soon as they are displayed.

They replace the House and Bathing Rules from 06.07.2004.

Changes to the House and Bathing Rules may be conducted in case gaps in the rules are found or if circumstances necessitate their adaptation.