

# HOUSE RULES

## GENERAL

1. With the purchase of an admission ticket and/or entrance to the bathing facility, the visitor implicitly accepts these house rules and all other rules established for the assurance of operational safety. The house rules are binding for all guests. They serve to ensure safety, order and cleanliness in the facility, thus benefitting all guests. They are intended to ensure that every visitor can enjoy undisturbed bathing. In the case of usage by private groups, the leader shall be partly responsible for compliance with the house rules.
2. Usage of the facility is permitted for everyone at their own risk. The signs are to be followed precisely.
3. Children under 12 years of age are only permitted when accompanied by an adult. Adults must actively ensure the supervision of the children during their entire stay at the bathing facility. Lifeguards cannot ensure constant supervision of children. When there are several supervising adults, it must be agreed upon who is responsible for the child!
4. Entrance to the facility is prohibited for persons with contagious diseases or diseases which may upset other guests. Entrance is also prohibited for persons with open wounds or skin rashes as well as for persons under the influence of drugs or alcohol. Persons with other illnesses may also be refused access to the bathing facility. The same applies for persons whose behavior could be expected to disrupt the bathing activities.
5. We assume no liability for the loss of valuables, money and articles of clothing. We recommend that you store your valuables separately in the safes. We assume no liability for damage and loss to glasses, watches, jewellery, clothing, etc. This particularly applies for the usage of any of the pools and attraction areas. The provision of a locker room does not imply any duty on our part to ensure safekeeping. It is the responsibility of the guest to close the lockers and safes when using them, ensure that they are securely locked and to keep the keys/data carriers in a safe place. We also assume no liability for the return of lost-and-found articles to persons other than their owner.
6. The lifeguards are to be notified immediately of damage or accidents.
7. Objects found inside the facility are to be turned in at the reception. Those not returning found articles make themselves guilty of theft. Lost property is dealt with in accordance with the legal regulations.

## ENTRANCE

1. The prices listed at the reception apply.
2. Purchased admission tickets are valid only for one day on the day they are first used. No refund is possible. No reimbursement shall be offered for tickets not fully used.
3. Receipt of tickets for single or multiple entry must be kept carefully and presented at the cashier's desk on leaving the aquapark to check the time and to be able to trace the locker number in case of loss of the wristband. In the event of loss of the wristband, any purchases made in the centre will be traced and charged via the locker number. In the event that the locker number cannot be traced (due to the absence of the receipt), a fee of CHF 200.- for the adult wristband and CHF 30.-. For the children's bracelet will be applied. A replacement fee of CHF 15.- will also be charged for the loss of the wristband.
4. Admission can be valid for 2 hours, 4 hours or daily. The redemption of the admission ticket starts with the passing of the control station at the entrance and ends with the passing of the control station at the exit. An additional payment shall be charged in accordance with the surcharge table if the bathing time is exceeded.

## HOURS OF OPERATION

1. The hours of operation are published on the signs in the bathing facility.
2. No claim for admission price reductions shall exist in the case of non-operation or downtime of individual parts of the facility or attractions (e.g. due to technical defects or reasons of safety).
3. The swimming pools and other facilities are in any case, regardless of the redemption time of the admission ticket, to be vacated at least 15 minutes before closing.

## BEHAVIOR IN THE FACILITY

- 1 Children 12 years old and over who are good swimmers can take advantage of the Splash and Spa services without an adult.

All children under 12 years of age must be accompanied by an adult with good swimming skills.

### Supervision in water - Adults-Children

Children under 7 years should wear mandatorily armrests.

All children under 7 years, regardless of their ability to swim, must be supervised by an adult in the pools.

Every adult is responsible for the children as follows:

- 1 adult must supervise a maximum of 1 child up to 3 years.
- 1 adult can supervise a maximum of 2 children aged 4-6 years.

All children 7 years old or more who are not good swimmers must be supervised by an adult in the water with excellent swimming skills.

The adult is in charge of children as follows:

- 1 adult can supervise a maximum of 2 children of 7 years when the kids do not have excellent skills in swimming.
- 1 adult can supervise a maximum of 6 children of 7 years when the kids are excellent swimmers.

Parents are responsible for ensuring that the children they supervise follow in the slides the weight, age and size restrictions.

2. Every visitor is to behave in a way which ensures good manners and decency and which does not impair the operation of the bathing facility. The wearing of offensive swimwear is prohibited. Offensive tattoos must be covered in the bathing facility.
3. The visitor is liable for any damage or soiling which he/she causes. No beauty rituals may be carried out in the bathing and sauna areas or in the dressing and locker rooms. Razors, manicures, pedicures, hair coloring processes, hair masks, massage gloves and massage brushes are prohibited.
4. Access to the facilities after the changing room is only permitted barefoot, wearing bathing shoes or shoe covers provided by the facility.
5. Guests must shower before entering the pool and Spa facilities.
6. Due to the risk of accidents and the disturbance to other guests, jumping into the swimming pools is prohibited.
7. The use of swim goggles, snorkels, swim fins, balls (only lightweight balls, no tennis balls or similar balls which could injure the guests), swim rings is only permitted in the wave pool.
8. The chairs and loungers in the resting areas outdoors and in the other rooms are provided to all of the guests free of charge. It is therefore prohibited to block them with bath towels or hand towels for longer periods of time.
9. Smoking is only permitted on the terrace and in the yard.
10. Guests are prohibited access to the technical or other internal company areas. All liability for accidents suffered by guests in these areas is excluded. It is also prohibited to handle equipment located in the bathing area but not intended for direct usage by the guests. All liability for accidents is also excluded in this case. Unauthorized handling can lead to claims for compensation and to charges of property damage.
11. Temperatures below 0 degrees Celsius (32 °F) can lead to ice formation in the outdoor areas and on the terrace. Due to the risk of slipping posed by the ice formation, the guest is to exercise extreme caution when entering these areas and access routes.
12. All of the outdoor facilities are to be immediately vacated in the event of a thunderstorm.

## BEHAVIOR IN THE SPA AREA

1. Children may only enter the spa area if they are over the age of 14 and when accompanied by an adult. Entrance without an adult is only permitted for guests over the age of 16.
2. The Spa area is not a nude zone. Swimwear or a pestemal must be worn in the Hamam (Turkish bath). Swimwear or a sauna kilt must be worn in the saunas. Swimwear or a bathrobe is required in the remaining areas.
3. Calm behavior is required in the resting areas.
4. The sauna may only be used when a towel is placed on the seat, all body parts must rest on the towel.
5. Sauna infusions may generally only be managed by the lifeguards. No liability is assumed for improper behavior of the guests. Throwing strong smelling essences or flammable essential oils onto the sauna infusions is strictly prohibited. The personal safety and the lives of other bathers are seriously endangered by violations of this rule because such substances ignite on the oven and lead to sauna fires.
6. If booked treatment appointments are not canceled more than 24 hours in advance, we will charge the entire amount in accordance with the price list.
7. Please report to the Spa reception on the second floor at least 10 minutes before the start of the treatment.

## SUPERVISION

1. Lifeguards are responsible for ensuring safety, calmness, order and compliance with the house rules. The instructions of the lifeguards are to be followed without exception.
2. The lifeguards are authorized to ban persons from the premises who threaten safety, calmness or order, disturb other guests, damage property, violate the house rules despite warnings, or are in a condition which impairs their free exercise of will (alcohol, drugs, etc.). Failure to comply will result in criminal charges due to trespassing.
3. The persons specified in Art. 2 can be temporarily or permanently denied access to the bathing facility. The ban on entry will first be issued verbally by the lifeguard and then subsequently in writing by the administration. The lifeguard is authorized to take a photograph of the banned person for the purpose of enforcing the ban. The photograph will be kept at the reception to aid in identification.
4. The admission fee will not be returned to persons banned from the bathing facility.
5. Non-swimmers are only permitted in the pool area and on the water slides when accompanied by swimmers.

## SPECIAL PROVISIONS

1. The facility is monitored by video camera for security reasons.
2. Bicycles and animals may not be brought into the facility. Baby carriages and strollers may be brought in after their wheels have been disinfected by our personnel.
3. Visiting the premises in street clothes is prohibited for reasons of hygiene (unless expressly authorised by the management).
4. Photographing, video and sound recording as well as cell phones are prohibited in the entire facility (unless expressly authorised by the management and always respecting the privacy of guests).
5. The usage of glass objects (bottles, glasses, etc.) is prohibited in the entire facility due to the associated risk of injury.
6. Babies may only be changed in the baby-care rooms intended for this purpose. Babies and toddlers requiring diapers must wear swim diapers in the pools.
7. Food and drink brought in from outside can not be consumed inside the facility (unless expressly authorised by the management).