

FAQ Sternbuschbad

Dear bathers,

Please read through our FAQs in preparation for a relaxing visit to the baths.

We look forward to seeing you!

General



FREIBAD	VON	BIS	ERWACHSENE	BEGÜNSTIGTE ¹	FAMILIENKARTE ²	WEITERE KINDER
FRÜHSCHWIMMEN (Mo-Fr)	06:00	09:00	3,00 EUR	2,00 EUR	7,00 EUR	1,50 EUR
TAGESKARTE (Mo-Fr)	10:00	21:00	6,00 EUR	3,50 EUR	13,00 EUR	2,00 EUR
TAGESKARTE (Sa-So)	10:00	18:00				
SPÄTSCHWIMMEN (Mo-Fr)	18:00	21:00	3,00 EUR	2,00 EUR	7,00 EUR	1,50 EUR

HALLENBAD	VON	BIS	ERWACHSENE	BEGÜNSTIGTE ¹	FAMILIENKARTE ²	WEITERE KINDER
FRÜHSCHWIMMEN (Mo-Fr)	06:00	09:00	3,00 EUR	2,00 EUR	7,00 EUR	1,50 EUR
ZEITFENSTER (Mo-Fr)	10:00	13:00	5,00 EUR	3,00 EUR	11,00 EUR	1,50 EUR
	14:00	17:00				
	18:00	21:00				
ZEITFENSTER (Sa-So)	09:00	13:00	5,00 EUR	3,00 EUR	11,00 EUR	1,50 EUR
	14:00	18:00				

¹Zu den begünstigten Personen gehören Kinder und Jugendliche unter 18 Jahren, Schüler und Studenten, Bezieher von Sozialhilfe und ALG II und Leistungsbezieher nach dem AsylbLG unter Vorlage einer Bescheinigung sowie Schwerbehinderte. Für Kinder bis zum Alter von 3 Jahren wird kein Eintritt erhoben.

²Die Familienkarte ist gültig für Eltern/Lebensgemeinschaften mit den im Haushalt lebenden Kindern unter 18 Jahren (max. 2 Erwachsene, max. 5 Personen). (Stand 06/2021)

Are there any bad weather regulations during the summer season?

Yes! Depending on the weather and outside temperature, we flexibly open the indoor or outdoor area. You will find information on this in good time (at least 3 days in advance) on our homepage at www.sternbuschbad.de.

Hygiene regulations

Hand hygiene

Hands must be disinfected when entering the baths. Appropriate disinfection dispensers are available for you. Please note our protection and hygiene measures.

Are masks compulsory in the Sternbuschbad?

Yes, masks are compulsory at the entrance. It is not possible to enter the baths without a medical mouth/nose covering. In enclosed areas, especially when passing through entrance and exit areas and in sanitary areas (toilets), suitable medical mouth/nose protection must be worn.

Can I change in the changing area and use the showers as usual?

The changing rooms and showers will still be available to you. Due to the minimum distance requirement, the sanitary facilities can be used by fewer people at the same time. Please take note of our signs on site. When leaving the baths, we would like to ask you to refrain from showering for reasons of capacity and consideration for others. Cold water showers are available at the walk-through pools as an alternative.

Your visit to Sternbuschbad

Do I have to observe anything at Sternbuschbad?

Organisational measures and a clear information and communication concept provide support on site at the baths in observing personal distance and hygiene rules. To keep the risk of infection as low as possible, we rely on the cooperation and participation of our bathers: Of course, the usual hygiene and distance rules, contact restrictions and cough and sneeze etiquette apply. Please follow the instructions in the bath, keep to the distance markings and follow the instructions of our staff.

Can my children play in the playground and children's splash areas?

Yes, the playgrounds and children's splash areas are open. As with playgrounds in public areas, the parents' duty of supervision applies here.

Are all the pools at Sternbuschbad open?

Yes, all pools are open. Attractions such as the current channel remain out of operation. There are restrictions on the number of visitors to all pools, which are monitored by our staff. During busy periods, access to the bathing platform and pools may not be permitted at times. The year-round outdoor pool is temporarily unavailable.

Are the slides and diving facilities open?

Our outdoor slides are open. The diving towers are not available for organisational reasons.

Are there any special hygiene precautions in the pool?

For precautionary reasons, we will step up our cleaning and disinfection measures and carry out regular wipe-down disinfection of handles and door handles etc. in the toilet areas.

Are there distance markings on the sunbathing lawns?

No. On the sunbathing lawns, the following applies: Spread out evenly and at a distance and do not form groups! The current regulations of the state of North Rhine-Westphalia apply here.

Access

Can I just drive into the baths and visit Sternbuschbad without booking in advance?

No - Sternbuschbad has a visitor limit based on the size of the area. Tickets must be purchased via our online shop, with the exception of the morning swim. Here we would like to make it possible for the risk group in particular (people over 60, with pre-existing conditions) and people with disabilities to access the pool without an online ticket.

If the 7-day incidence in the district of Kleve or nationwide is 35 or above, only immunised or tested persons are permitted to visit our indoor pool. Deviating from this, if the 7-day incidence is below a value of 35, no negative test proof is necessary.

Immunised persons are fully vaccinated and recovered persons according to the current regulations of the Corona Protection Ordinance.

Tested persons are persons who have a negative result certified in accordance with the Corona Test and Quarantine Ordinance from a rapid antigen test carried out no more than 48 hours previously or a PCR test certified by a recognised laboratory no more than 48 hours previously. Children and adolescents of compulsory school age with a school ID card are considered to have been tested on the basis of their participation in the compulsory school tests. Children and adolescents under 15 years of age who are of compulsory school age may present another document showing their age instead of a school ID card. Without this document, a negative test certificate or proof of immunisation (fully vaccinated or recovered persons) is required.

Children up to the age of school entry are treated the same as tested persons without taking a coronal test.

Explanation:

- Rapid or self-test - A certified test administration must have taken place no more than 48 hours previously.
- Fully vaccinated persons - 14 days after last vaccination (vaccination certificate)
- Recovered persons - Official certificate

How does booking in the online shop work?

You can purchase admission tickets (tickets) to visit Sternbuschbad via the online shop usually 72 hours before the start of admission. The ticket purchased is only valid for the day in question. If the ticket is not redeemed, it loses its validity. **Please book one ticket for each visitor. This also applies to children under 4 years of age and tickets for large families. In this case, the tickets mentioned are free of charge. The family ticket must be booked once per family. After successful booking, you will receive an e-mail with confirmation of payment, as well as an e-mail with the ticket.**

Please bring the ticket with bar code printed out or on your mobile phone to the admission control.

Can I also purchase an admission ticket on site?

Tickets cannot be purchased on site. Admission is only possible via tickets purchased in advance in the online shop. The morning swim is an exception here as well.

How can I pay in the online shop?

You can pay with PayPal, MasterCard, Maestro, Visa, instant bank transfer and giropay.

Can I redeem the Clever discount with my CleverCard?

Yes, please select the appropriate tariff in the online shop and have your CleverCard ready at the entrance when you visit.

Can I continue to use my prepaid card?

For technical reasons, prepaid cards cannot be used at the moment. A return and refund of the remaining credit is possible. Please contact the customer centre of Stadtwerke Kleve. Of course, you are also welcome to keep the prepaid card. As soon as it is technically possible to use it again - after the pandemic has ended and normal operations have returned - the prepaid card system will be reactivated.

Can my admission ticket with barcode also be scanned by mobile phone?

You can show your admission ticket (e-ticket) on your mobile phone or bring it printed out with you. Both options are accepted at the entrance ticket counters.