

House Rules for Sternbuschbad

I. General

- (1) The House Rules are used for safety, order and cleanliness, and apply to all visitors entering the premises. The pool staff are always happy to receive feedback, and strive to provide immediate remedy in case of justified complaints.
- (2) Visitors must refrain from all activities that run counter to the principles of general decency and maintenance of safety, calm and order. The pool facilities must be treated with due care. In the case of damages, the actual damage must be reimbursed
- (3) Smoking, including electronic cigarettes, is not permitted in the indoor pool area. In the outdoor pool area, it is permitted outside of closed spaces and the changing, sanitary and bathing areas. Additional restricted areas may also be individually marked. Smoking shisha is strictly prohibited.
- (4) Fragile objects made of glass, ceramics, porcelain, etc. cannot be used in the changing, sanitary and bathing areas. In the indoor pool area, food and drink are permitted in designated areas only.
- (5) The House Rules are enforced by pool staff. Visitors who violate the House Rules may be temporarily or permanently banned from visiting the pools, without reimbursement of entrance fees. Staff members are authorised at any time and based on local conditions to establish and enforce additional rules for the use of our facilities. Visitors must obey requests and instructions from staff. The use of the pools may be restricted in whole or in part for technical, safety, weather-related and organisational reasons. There is no right to a refund of the entrance fee. Visitors who do not comply with the requests of staff, or otherwise violate the House Rules, can be temporarily banned from visiting the pools. A temporary or permanent ban may subsequently be issued. In all of these cases, the entrance fee will not be refunded.
- (6) Lost property must be handed over to staff immediately.
- (7) Visitors may only use musical instruments or multimedia devices in the outdoor area, and only if third parties are not in any way disturbed by their operation.
- (8) Photographing or filming unfamiliar persons and groups is not permitted without their prior consent.

II. Opening hours and entry

- (1) The opening hours and closing times are displayed at reception; Bäderbetriebe Kleve GmbH has the right to restrict the use of the pools or some areas, and limit the number of visitors entering. Visitors with time-based tickets also have no right to compensation in the case of operational closures. Pools close 15 minutes before closing time.
- (2) Admission is not granted to:
 - a. Persons under the influence of intoxicating substances
 - b. Persons accompanied by animals (except blind people with guide dogs, or disability assistance dogs)
 - c. Persons with open wounds, illnesses that may be offensive to some people, or persons suffering from a legally notifiable communicable disease; in case of doubt, visitors may be required to present a medical certificate
- (3) Children under the age of 7 are only permitted to enter and stay on the premises in the company of adults. Staff may allow exceptions. Persons prone to seizures and fainting are only permitted to enter with an accompanying responsible person; this also applies to persons with intellectual disabilities, provided they are dependent on an accompanying person.
- (4) Visitors must be in possession of a valid entry ticket for the corresponding service. Tickets must be kept until leaving the premises. There is no right to replacement in the case of ticket loss. Tickets must be presented when requested by staff. Purchased entry tickets cannot be returned. If, due to loss of entry ticket, visitors cannot prove their length of stay, they must pay the difference between the cheapest ticket and the day ticket.
- (5) Ticket types and prices are displayed at reception. Bäderbetriebe Kleve GmbH may restrict the use of the pools or some areas without this resulting in a price reduction. The restrictions will be communicated in the entrance area, if possible.
- (6) Bäderbetriebe Kleve GmbH has vouchers and pre-loaded cards available for purchase. Vouchers and pre-loaded cards cannot be returned to Bäderbetriebe Kleve GmbH. There is no refund of the purchase price, face value or remaining credit.

III. Liability

- (1) Visitors use the pools and the outdoor area including the play and sports facilities at their own risk, without prejudice to the obligation of Bäderbetriebe Kleve GmbH to maintain the pools and facilities in a safe condition for the public. Bäderbetriebe Kleve GmbH is not liable for force majeure, happenstance or defects that were not immediately detected even in compliance with the usual level of care.
- (2) It is the responsibility of the accompanying adults to supervise children in the play area and paddling pool areas.
- (3) Visitors are advised not to bring valuables onto the premises. Bäderbetriebe Kleve GmbH has no obligation to guard or exercise due diligence for any valuables brought onto the

premises. The above limitation of liability applies to the loss of valuables, cash and clothing. It also applies to damage or theft of property by third parties. The use of lockable cabinets in particular does not create a safekeeping agreement with Bäderbetriebe Kleve GmbH. Valuables cannot be accepted by pool staff. Bäderbetriebe Kleve GmbH is not liable for the destruction, damage or loss of any items brought onto the premises, unless the damage is based on an intentional or grossly negligent breach of duty by staff or legal representatives of Bäderbetriebe Kleve GmbH.

- (4) Bäderbetriebe Kleve GmbH or its vicarious agents are only liable for other personal injury, property damage or pecuniary loss in cases of intent or gross negligence. This also applies to structural defects and any vehicles parked in the facility's parking spaces. Using the parking spaces does not create a contractual relationship with Bäderbetriebe Kleve GmbH.
- (5) In the case of club events, community events or school swimming, the supervisor for the relevant group is solely responsible for observing the House Rules and the duties of public safety; there is no claim to provision of a swimming supervisor or any other in-house supervisors.
- (6) Parents are liable for damage caused by children under the age of 6. The presence of supervisors does not release parents from their duty to supervise.

IV. Special provisions for swimming

- (1) When using a locker, visitors must keep the locker key with them at all times while on the premises. In the case of lost keys, visitors are responsible for paying the cost of restoring a functional locking system.
- (2) Visitors may only use the swimming pools after they have thoroughly washed themselves in a shower; there is no claim to sole use of the shower facilities. The use of soaps outside of the showers is not permitted.
- (3) Visitors must wear commercial swimwear in wet areas, barefoot areas and shower rooms. Street clothes, everyday clothing and street shoes are not permitted. Swimmers with long hair are advised to wear bathing caps, but this is not compulsory.
- (4) Shaving, pedicures, manicures, hair dying etc. is prohibited.
- (5) Visitors jump and dive at their own risk. Rebounding on the diving board is not permitted. When diving, it is important to make sure that the diving area is free and only one person is on the diving board at a time. Supervisors are responsible for deciding whether diving is allowed at a facility.
- (6) Jumping in sideways, kicking or throwing other people into the pool, and disruptive ball and catch games are not permitted. Staff will decide after due consideration whether a ball and catch game is disruptive to third parties. Staff can also spatially restrict or place a time limit on ball and catch games. Visitors use swimming goggles and snorkels at their own risk. Non-swimmers should not be outside the designated non-swimmer area of the pool.

V. Exceptions

The House Rules apply to general operation of the pools. Exceptions can be made to the House Rules For special events, without requiring the House Rules to be nullified.

This order comes into force on 01. November 2019.

Bäderbetriebe Kleve GmbH

Bäderbetriebe Kleve GmbH

Dear customers

The Corona pandemic is imposing rules on us that make swimming pool operation very difficult. Nevertheless, together with you we want to try to keep the pools open as much as possible. Please help us to keep the pools open by observing all the rules. Please be considerate of each other and act responsibly in this still serious situation, for your sake as well as for all of us. Please follow our Supplementary House and Bath Rules. Thank you very much.

Supplement to the house and bathing rules for bathing at Sternbuschbad under pandemic conditions in accordance with the CoronaSchVO (Corona Protection Ordinance) of 17 August 2021.

Preamble

This supplement applies in addition to the house and bathing rules for Sternbuschbad dated 24.09.2019 and is binding. It modifies and supplements the rules of the House and Bathing Rules. These supplementary and modifying conditions incorporate official and normative regulations that take account of infection protection during the current pandemic phase. Bäderbetriebe Kleve GmbH is endeavouring to reopen Sternbuschbad in the course of a weakening pandemic and, with due regard to further official findings, to enable its use to an extent that does justice to the interests of visitors. In doing so, it is necessary to avoid further contagions. The measures taken by the bath operator should prevent the risk of infections as far as possible. In order to achieve the goal of enabling use of the baths and at the same time avoiding infection of users, it is imperative that bathers also fulfil their personal responsibility - towards themselves and others - by complying with the regulations of the house and bathing rules and this supplement. The staff of Bäderbetriebe Kleve GmbH will observe the behaviour of bathers and, if necessary, take action within the scope of the house rules. Bäderbetriebe Kleve GmbH cannot provide complete supervision and is therefore dependent on the acceptance of the regulations by all users.

If, according to the findings of the Ministry of Labour, Health and Social Affairs, the 7-day incidence of new infections in a district or an independent city or state-wide is 35 or above for five days in a row, the operation of indoor swimming and fun pools is only permitted for immunised or tested persons.

Deviating from this, no negative test proof is required in accordance with the CoronaSchVO NRW in the case of a 7-day incidence below a value of 35.

Immunised persons within the meaning of the CoronaSchVO NRW are fully vaccinated and recovered persons.

Tested persons within the meaning of the Corona Protection Ordinance 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 from 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 a coronary test.

Explanation:

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

I. General principles and behaviour in the bath

(1) If bathing bags are taken to the edge of the pool, no liability can be accepted in the event of loss.

(2) In deviation from the previous regulation according to II Para. 3 of the House and Bathing Rules, children up to the age of 10 must be accompanied by an adult.

(3) The pool area may only be entered immediately before use and must be left quickly after use.

(4) Distance regulations and markings in the Sternbuschbad must be observed.

(5) The swimming pool must be left immediately after use. Crowds in front of the door, at public transport stops and in the car park are to be avoided as far as possible.

(6) Instructions given by staff or other representatives must be followed.

(7) Users who violate this supplement to the house and bathing rules may be expelled from the bath.

(8) If parts of the bath cannot be used, information will be provided in the entrance area or at the cash desk and on the website "www.sternbuschbad.de".

II. General hygiene measures

(1) Please visit the baths only if you feel healthy. Persons with a known/proven infection by the coronavirus are not allowed to enter. This also applies to bathers with suspected signs.

(2) Wash your hands frequently and thoroughly with soap (hand hygiene). Wash your hands especially before entering the pools.

(3) Use the hand disinfection stations, especially in places (e.g., in the entrance area) where handwashing is not recommended. entrance area) where hand washing is not possible.

(4) Cough and sneeze into a handkerchief or alternatively into the crook of your arm (cough and sneeze etiquette).

(5) Shower before bathing and wash thoroughly with soap (if shower rooms are open). shower rooms are open). Keep a distance of at least 1.5 metres when showering.

(6) Medical masks must be worn in designated areas as required by the authorities.

(7) Staff can comply with the increased hygiene requirements for cleaning and disinfection in all areas. Chairs, tables and couches are not provided to facilitate implementation.

III. Measures to maintain distance

(1) The changing area may only be entered if a minimum distance of 1.5 m can be maintained. Only the individual cubicles are available for use as changing rooms. Signs indicate the changed rules.

(2) Observe the currently required distance rules in all rooms (toilets, changing area, etc.). These also apply in the swimming pools. In the marked rooms or at confined spaces, wait until the number of people present has fallen below the maximum specified number.

- (3) Shower and toilet areas may only be entered by the maximum number of persons specified.
- (4) There are access restrictions in the facilities. Please observe the information on display and the instructions given by the staff.
- (5) In the swimming pools, the required distance must be maintained independently. Avoid forming groups, especially at the pool edge on the pool resting step.
- (6) Lane lines serve to demarcate swimming areas and must not be crossed. Complementary traffic signs in the swimming areas (e.g., roundabout with designated direction), existing lane markings and distance rules when overtaking must be observed to ensure collision-free and safe swimming.
- (7) Pay attention to signage and staff instructions.
- (8) Avoid close encounters on the pool perimeter and use the entire width (usually 2.5 metres) use the entire width (usually 2.50 m) to avoid obstacles.
- (9) Avoid close encounters at narrow points (walk-through pools, traffic routes) and wait until the way is clear if necessary.
- (10) Adhere to the rules of the road (e.g., one-way traffic), signs and distance markings in the pool.

The supplementary house and bathing rules for bathing at Sternbuschbad under pandemic conditions will be put into effect or suspended by the management by means of a separate notice.

Bäderbetriebe Kleve GmbH