

## FAQ Sternbusch Pool

Dear Pool Users,

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

We look forward to your visit!

### General



HALLENBAD	VON	BIS	ERWACHSENE	BEGÜNSTIGTE <sup>1</sup>	FAMILIENKARTE <sup>2</sup>	WEITERE KINDER
FRÜHSCHWIMMEN (Mo-Fr)	06:00	09:00	3,00 EUR	2,00 EUR	7,00 EUR	1,50 EUR
ZEITFENSTER Dienstag	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 Mittwoch	10:00	13:00				
	14:00	17:00				
	18:00	21:00				
ZEITFENSTER Donnerstag	10:00	13:00				
	14:00	17:00				
ZEITFENSTER Freitag	10:00	13:00				
	14:00	17:00				
	18:00	21:00				
ZEITFENSTER (Sa-So)	09:00	13:00				
	14:00	18:00				

<sup>1</sup>Zu 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.

<sup>2</sup>Die Familienkarte ist gültig für Eltern/Lebensgemeinschaften mit den im Haushalt lebenden Kindern unter 18 Jahren (max. 2 Erwachsene, max. 5 Personen). (Stand 09/2021)

### Hygiene regulations

#### Hand hygiene

Hands must be disinfected on entering the pool complex. Disinfectant dispensers have been provided for this purpose. Please follow our protective and hygiene measures.

#### Are masks required in the Sternbusch pool complex?

Yes! Masks must be worn on entry. There is no entry to the pool complex unless a medical mouth-nose covering is worn. In enclosed spaces, particularly when passing through entrance and exit areas and in sanitary areas (toilets), an appropriate medical mouth-nose covering must be worn.

## **Your visit to the Sternbusch pool**

### **Is there anything I need to be aware of at the Sternbusch pool?**

Organisational measures and a clear information and communication plan will support compliance with social distancing and hygiene rules on site at the pool. To keep the risk of infection as low as possible, we are relying on the cooperation and assistance of our pool users. Please follow the signs in the pool complex and comply with the instructions of our staff.

### **Are all of the pools in the Sternbusch pool complex open?**

Yes, in theory all pools are open. During busy periods, access to the bathing platform and pools may not be permitted at certain times. The all-season outdoor pool is temporarily unavailable. Please note the information about the use of the sport and training pool for school and club activities on our [website](#).

### **Are there special hygiene precautions in the pool?**

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

## **Entry**

### **Can I just drive up and use the Sternbusch pool without prior booking?**

In accordance with the new Coronavirus Protection Ordinance, access to the Sternbusch pool will be possible only with a negative rapid test, as well as for fully vaccinated and recovered persons. School-age children and adolescents with a student ID card are deemed tested based on their participation in mandatory school testing. School-age children and adolescents under 15 years can also present another document showing their age instead of their student ID card. Without this further evidence is required, this can be a negative test or evidence of immunization (fully vaccinated or recovered individuals). Children up to school age are regarded as tested persons without having to take a coronavirus test.

#### Note

- Rapid test or self-test – Certified test administration must be no more than 48 hours ago
- Fully vaccinated – 14 days after the final vaccination (vaccination certificate)
- Recovered persons – Official certificate of recovery

### **How do I book in the online shop?**

The purchased ticket is valid only for the relevant day. If not redeemed, the validity of the ticket expires. **Please book a ticket for every visitor. This includes children under 4 years of age, as well as tickets for families with a large number of children. In this particular case the tickets mentioned are free of charge. The family ticket must be booked for each family. After successful booking you will receive an email with payment confirmation, as well as an email with the ticket.**

**Please bring the ticket with barcode, printed out or on your mobile phone, for inspection on entry.**

### **How do I pay in the online shop?**

You can pay using PayPal, MasterCard, Maestro, Visa, instant transfer and giro pay.

### **Can I redeem my Clever discount with my CleverCard?**

Yes, please select the appropriate rate for this in the online shop and have your CleverCard ready when entering.

### **Can my ticket with barcode be scanned from my mobile phone?**

You can present your ticket (e-ticket) on your mobile phone or bring along a printout. Both options are accepted at reception.

### **Can I purchase a ticket at the pool?**

Yes! You can also purchase tickets at the pool.

**Can I continue to use my prepaid card?**

For technical reasons, prepaid cards cannot be taken into account in the online shop. You can use your prepaid card when paying at the pool.