

## **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 coronavirus pandemic has imposed rules on us that make operation of a swimming pool very difficult. But with your help, we still want to attempt to make the pools available to the greatest extent possible. Please do your part to help keep the pools open by following all the rules. Please be mindful of each other and act responsibly, for your sake as well as ours, as the situation remains serious. Please follow our supplementary house rules and swimming regulations. Many thanks.

### **Supplementary house rules and swimming regulations for swimming at the Sternbusch pool in a pandemic**

#### **Preamble**

These supplementary rules apply in addition to the house rules and swimming regulations for the Sternbusch pool of 24 September 2019, and are binding. They modify and supplement the house rules and swimming regulations. These supplementary and modifying terms and conditions incorporate regulatory and standard rules that address infection control during the current pandemic phase. Bäderbetriebe Kleve GmbH is making every effort to reopen the Sternbusch pool during a weakening pandemic and to enable it to be used to an extent compatible with the interests of visitors, having due regard to further official determinations. In doing so, further transmission must be avoided. The measures implemented by the pool operator are intended to prevent the risk of infection as far as possible. To achieve the aim of allowing use of the pool, while at the same time preventing infection of users, it is vital that pool users also exercise personal responsibility - towards themselves and others - by complying with the house rules and bathing regulations and these supplementary rules. The staff of Bäderbetriebe Kleve GmbH will monitor the behaviour of pool users and, if necessary, take action on the basis of the house rules. Bäderbetriebe Kleve GmbH cannot provide full monitoring and is therefore dependent on acceptance of the posted rules by all users.

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 24 hours ago
- Fully vaccinated – 14 days after the final vaccination (vaccination certificate)
- Recovered persons – Official certificate of recovery

### **I. General rules and conduct in the pool**

(1) No liability for loss can be accepted if swim bags are taken to the edge of the pool.

(2) Unlike the previous rules, according to section II(3) of the house rules and swimming regulations, children up to the age of 10 are required to be accompanied by an adult.

(3) The pool border is only to be accessed immediately before use and left quickly after use of the pool.

(4) After use, users must leave the swimming pool immediately. Crowds outside the door, at public transport stops and in the parking lot are to be avoided as far as possible.

(5) The instructions of staff or other authorised persons must be followed.

(6) Users who breach these supplementary house rules and swimming regulations may be directed to leave the pool.

(7) If parts of the pool cannot be used, information about this will be provided in the entrance area or at the cash desk and on the website "[www.sternbuschbad.de](http://www.sternbuschbad.de)".

## **II. General hygiene measures**

(1) Please only visit the pools if you are feeling well. Persons with a known/proven infection with the coronavirus are not permitted to enter. This also applies to pool users with suspicious symptoms.

(2) Wash your hands frequently and thoroughly with soap (hand hygiene). In particular, wash your hands before entering the swimming pool.

(3) Use the hand disinfection stations, particularly in areas (e.g. in the entrance area) where hand washing is not possible.

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

(5) Shower before using the pool and wash thoroughly with soap (provided the showers are open). Maintain a distance of at least 1.5 metres from others while showering.

(6) Medical masks must be worn in the designated areas in accordance with official regulations.

(7) The increased hygiene requirements for cleaning and disinfection in all areas can be met by staff. To facilitate compliance, chairs, tables and couches are not provided.

The supplementary house rules and swimming regulations for swimming at the Sternbusch pool in a pandemic will be put into effect or revoked by management by means of a separate notice.