

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



	VON	BIS	ERWACHSENE	BEGÜNSTIGTE ¹	FAMILIENKARTE ²	WEITERE KINDER
FRÜHSCHWIMMEN (Mo-Fr)	06:00	09:00	3,50 EUR	2,50 EUR	8,00 EUR	2,00 EUR
SPÄTSCHWIMMEN (Mo-Fr)	19:00	21:30	3,50 EUR	2,50 EUR	8,00 EUR	
TAGESKARTE (Mo)	12:00	21:30	7,50 EUR	4,00 EUR	16,00 EUR	2,50 EUR
TAGESKARTE (Di-Fr)	08:00	21:30				
TAGESKARTE (Sa-So)	10:00	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. Begleitpersonen von Schwerbehinderten mit dem Merkzeichen B im Schwerbehindertenausweis erhalten freien Eintritt. 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 05/2023)

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. Please note the information about the use of the sport and training pool for school and club activities on our [website](#).

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. 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.