

BATHING REGULATIONS

Dear guests!

With the purchase of your entrance ticket you sign a bathing contract with the Parktherme and thereby recognize the following regulations of the bathing rules as part of the contract.

We would also like to point out that posters throughout the Parkthermen area as well as the instructions of the employees are also covered by the bathing regulations and must therefore be followed.

We wish you a pleasant stay!

Yours sincerely,
the management

1. OBLIGATIONS OF THE PARKTHERME

1.1 Granting use of the facilities, assumption of risk by guests

- 1 Parktherme allows guests to use the facilities of Parktherme at their own risk within the regulations of these bathing rules.
- 2 Neither Parktherme nor its employees are able to prevent bathing accidents in general. In particular, guests themselves are responsible for the risks associated with practicing sports on the bathing area.
- 3 The same applies to injuries and other intrusions into the personal sphere of the guest by other guests or other third parties who are not employees of the bathing establishment.
- 4 Parktherme assumes only the following obligations towards guests.

1.2. Opening hours and granting of access

- 1 The Parktherme is required to allow visitors to enter during the opening hours announced on the notice board.
- 2 If the number of visitors is high or it is foreseeable that the officially permitted number of visitors will be exceeded, Parktherme may, with the help of the responsible employees, permanently or temporarily interrupt or prohibit access to other visitors. In these cases, visitors must expect waiting times. Please observe any additional information and notices as well as the instructions of the staff.
- 3 Parktherme reserves the right to refuse admission to persons whose admission to the pool appears questionable without giving reasons.



1.3. Condition and operation of the systems

- 1 Parktherme is responsible for ensuring that the facilities are installed, operated and maintained in accordance with regulations. In particular, Parktherme must comply with all applicable hygiene and safety regulations. Parktherme shall have no further obligations.
- 2 As soon as Parktherme becomes aware of the malfunction, defectiveness or damage of a facility that no longer guarantees safe operation, Parktherme shall immediately prohibit the use of the malfunctioning facility or restrict its use in an appropriate manner.
- 3 The bathers themselves are responsible for complying with the information and instructions of the responsible employees.

1.4. Monitoring compliance with the bathing regulations

The Parktherme monitors compliance with the bathing regulations by guests and other persons on the Parktherme premises within reasonable limits with the help of its responsible employees. If irregular behavior is detected, the persons concerned will be warned and may be expelled from the premises if necessary.

1.5. Help in case of accidents

If an accident occurs, Parktherme, with the help of its responsible employees, will immediately initiate assistance measures within reasonable limits.

1.6. Help with the defense against indicated dangers

If the Parktherme, in particular the responsible employees, are made aware by guests of an imminent danger to the health and life of guests, the Parktherme, with the help of its employees, will make reasonable efforts to avert this danger.

1.7. No possibility of supervising under-age children, minors, people with special needs and non-swimmers

The Parktherme and its employees are not in a position and therefore not obliged to supervise minors, persons under the age of consent, physically or mentally impaired persons and non-swimmers. People with special care needs are requested to visit the Parktherme with suitable accompanying persons.

1.8. Liability of the Parktherme

- 1 Parktherme is only liable for damage caused to the guest by it or its employees through unlawful, in particular culpable behavior in breach of contract.
- 2 For reasons of hygiene and safety, bathing shoes must be worn throughout the entire area. Parktherme assumes no liability in the event of a fall.
- 3 Parktherme is not liable for damage caused by disregarding the bathing regulations, any other rules of use or by disregarding the instructions of the employees or notices, by other personal fault of the injured party or by unavoidable events or force majeure, in particular also by interventions by third parties. Contributory negligence leads to a corresponding apportionment of damages.
- 4 The same applies mutatis mutandis to any special rules of use displayed at the respective equipment and facilities (e.g. for the slide, diving tower, sauna, etc.) as well as to any prohibitions or restrictions on use within the meaning of point 1.3. para. 2.
- 5 The use of parking spaces is at your own risk. The Parktherme is not obliged to guard parking spaces or to maintain their areas and other facilities in order to protect vehicles from damage (e.g. from nails, broken glass, potholes, etc.).

2. OBLIGATIONS OF THE GUESTS

2.1. Opening hours, transponder clocks and granting access

- 1 Use of the Parktherme is only permitted with a valid admission ticket/transponder clock in accordance with the tariff regulations. The tariff regulations are part of the bathing regulations.
- 2 If several tariff benefits apply to your person, only one can be claimed.
- 3 For 3-hour tickets, the changing time is included in the usage time. If this time is exceeded, the guest must pay an additional charge.
- 4 The transponder watch must be worn on the wrist for the entire duration of the visit to the pool.
- 5 Lost transponder watches will not be reissued. The visitor must leave the pool or purchase a new admission ticket/transponder watch.
- 6 The transponder watch and transponders issued for rental boxes must be returned when leaving the pool, with the exception of season and multi-day tickets.
- 7 Lost transponder watches must be replaced.
- 8 There is no right of return for unused tickets.
- 9 Change must be counted immediately; later objections will not be considered.
- 10 Price and program changes as well as errors and printing and typesetting errors are reserved.
- 11 are reserved.
- 12 The closing time will be announced in an announcement and posted. Bathers undertake not to exceed the opening times. Children under the age of ten may only enter if accompanied by a parent or legal guardian.
- 13 Admission is denied to all persons who
 - are under the influence of alcohol
 - are under the influence of drugs
 - have infectious diseases, open wounds and the like

- have such ailments or need care that endanger the safety of the patient or fellow bathers or disrupt bathing operations
- do not observe the principles of hygiene and cleanliness
- may not receive thermal bath or sauna treatments on medical advice.

These persons may be partially or permanently denied entry. The entrance fee will not be refunded in the event of expulsion from the pool.

- 14 Persons are to be excluded from further use of the bathing complex - without entitlement to a refund of the admission fee - if they
 - violate the provisions of the bathing regulations despite warnings
 - disobey the instructions of the staff
 - display unlawful or immoral behaviour
 - use the facility contrary to its purpose.
- 15 Entry and exit is exclusively via the main entrance or the hotel corridor or any temporary or designated entrances or exits.

2.2. Supervision of children, minors, non-swimmers and people with special needs

- 1 The persons otherwise responsible for the supervision of children, minors, non-swimmers and disabled persons (e.g. relatives with parental authority or corresponding supervisors or caregivers) must make appropriate provisions for the supervision of these persons.
- 2 These persons subject to supervision remain responsible for supervision even if they do not enter the Parktherme grounds or leave them prematurely.
- 3 The applicable youth protection regulations, in particular bans on alcohol and smoking, bans on staying on the premises and obligations of legal guardians must be complied with by young people and their legal guardians or accompanying and supervising persons.

2.3. Supervision of group visits

- 1 In the case of group visits, the responsible supervisor must ensure compliance with the pool rules for schoolchildren and the responsible functionary for clubs and other organizations and bear full responsibility for this. The relevant supervisors must be present for the entire duration of the group visit.
- 2 These supervisors must liaise with Parktherme staff to ensure that the rest of the regular pool operations are not disrupted by the group visit.

2.4. Instructions from Parktherme employees

- 1 Guests are obliged to follow the instructions of the responsible Parktherme employees and guest information staff on site without restriction. This also applies if a guest is of the opinion that the instruction given to him/her is not justified.
- 2 Anyone who violates the bathing regulations or bans on the use of certain facilities (e.g. slide, diving tower, sauna, ...) or restrictions within the meaning of point 1.3. para. 2 or who disobeys the instructions of the responsible employees may be expelled from the baths by them or other representatives of Parktherme without any entitlement to a refund of the admission fee.
- 3 In special cases, a ban on future visits may also be imposed.

2.5. Hygiene regulations

- 1 Guests are obliged to keep the entire area as clean as possible.
- 2 The wet area may not be entered with street shoes.
- 3 Guests are only permitted to enter the wet area of the pools in normal swimwear.
- 4 For reasons of hygiene, a shower must be taken before entering the pool. The showers must be turned off immediately after use.
- 5 The use of soap, shampoos or detergents and the washing of swimwear in swimming and bathing pools is prohibited.
- 6 Swimwear may not be washed in the pools.
- 7 Any kind of personal hygiene such as shaving, pedicures etc. is prohibited in the entire bathing and sauna area.
- 8 In the interests of keeping the bathing water clean, cosmetics should be used sparingly.
- 9 The application and use of face masks, creams or other cosmetics in the pools is prohibited.
- 10 Waste (bottles, glasses, cans, paper, etc.) must be disposed of in the waste garbage cans provided.
- 11 Infants are only permitted to use the pools with a waterproof diaper.
- 12 Animals may not be taken into the Parktherme.

2.6. Avoiding hazards and harassment

- 1 Every guest is obliged to show consideration for other bathers, especially with regard to noise. You must therefore refrain from doing anything that could disturb or even endanger other bathers. Shouting, loud singing or whistling as well as any kind of mischief and any harassment or endangerment of other bathers is prohibited in the entire bathing area.
- 2 Jumping, diving and making noise in the thermal area are prohibited.
- 3 Due to the risk of slipping, running is prohibited in the entire indoor area.
- 4 The boundaries of the bathing area may not be climbed on or over.
- 5 All facilities and equipment in the baths may only be used for their intended purpose (e.g. children's pool, non-swimmers' area, water slide, etc.).
- 6 Swimming in the Mur is strictly prohibited.
- 7 In icy conditions, only the cleared paths may be used.
- 8 Glass bottles and glasses at the edge of the pool and around the pools are prohibited in the entire area.
- 9 The Parktherme restaurant may only be visited in a bathrobe or similar (not in a bikini or swimming trunks or other swimwear alone).

2.7. Jumping facility

- 1 The diving platforms may only be opened by authorized employees.
- 2 Jumping operations may be restricted in the event of high visitor frequency.
- 3 Jumpers themselves must ensure that they do not endanger other bathers.
- 4 In the diving area, guests in the water must take special care to ensure that the diving operation does not endanger themselves or other bathers. Swimmers and divers must show consideration for each other.

2.8. Use of pools, equipment etc.

- 1 The water slide, torrent, attractions and other adventure and sports facilities are in operation at set times and must be used in accordance with the rules of use.
- 2 Users of the equipment and facilities must ensure on their own initiative that other bathers are not endangered. Bathers in the vicinity of equipment and facilities must ensure that the use of the equipment and facilities does not endanger themselves or other bathers. Bathers must show consideration for one another.
- 3 Children and young people under the age of 16 are not permitted to use the spring pool, and children under the age of 6 are not permitted to use the vitality pool.
- 4 With the exception of the vitality pool during therapy times, use of the pools is only permitted from 8 am.
- 5 In the event of thunderstorms, access to all pools is prohibited.
- 6 The instructions of the staff or notices and other guest information on site must be followed at all times.

2.9. Use of the Parktherme Fluidum

- 1 Use of the facility is at your own risk and skill.
- 2 Parents or authorized supervisors must supervise their children while they are using the facility.

2.10. Solarium and Collarium®

- 1 Persons under the age of 18 are not permitted to use the sunbeds and Collarien® in accordance with Regulation BGBl II No. 106/2010 as amended.
- 2 The special regulations on the use of sunbeds and Collarien® can be found on the relevant notices on site.
- 3 Guests use the sunbeds and Collarien® at their own risk. Guests themselves must take all necessary precautions to protect their health (e.g. with regard to skin type, duration and frequency of visits, etc.).
- 4 After using the facilities, any protective film must be removed, disposed of in the waste garbage can and the respective sunbathing area cleaned with disinfectant.

2.11. Use of additional facilities, checkroom

- 1 Table tennis bats, volleyballs and other sports and leisure equipment can be borrowed and used while stocks last.
- 2 Any loss or damage must be replaced.
- 3 The lockers in the changing area are exclusively for the storage of personal belongings (excluding valuables) during the stay in the facility and are locked and opened with the transponder clock. The guest must ensure that the locker is locked.
- 4 During closing times, all lockers that are still locked will be emptied by the Parktherme staff. This does not imply any obligation on the part of Parktherme to store the items. Any liability for items left in the facility is excluded.
- 5 Loungers can be used free of charge while stocks last. It is not permitted to reserve loungers.

2.12. Deposit and loss of objects, parking of vehicles

- 1 Valuables must be deposited in the limited number of lockers available in the checkroom. No liability is accepted for any other valuables brought into the bathing area, in particular for valuables deposited in the checkroom lockers.
- 2 No liability is accepted for lost bathing utensils.
- 3 Any items found must be handed in at the Guest Service Center.
- 4 Vehicles or other objects may only be parked in such a way that access to the pool is not obstructed, in particular for rescue, fire or police services and other emergency vehicles.

2.13. Duty to report / duty to provide assistance

- 1 Accidents, thefts and complaints must be reported immediately to the responsible employees or the management of the Parktherme.
- 2 Every guest is obliged to provide necessary first aid or other assistance.

2.14. Consumption of food, alcohol and drinks

- 1 Food and drinks may only be consumed in designated areas.
- 2 It is prohibited to take glassware (such as glasses, bottles or ashtrays), plates and sharp objects outside the catering area.

2.15. Others

- 1 Any kind of commercial activity or advertising in the Parktherme area requires the consent of the owner.
- 2 Smoking is prohibited throughout Parktherme, except in designated outdoor areas.
- 3 Photographing, filming or streaming etc. of other bathers or employees without their consent is prohibited.
- 4 Guests acknowledge that parts of the Parktherme are under video surveillance for security reasons.
- 5 Bathing guests and visitors are not permitted to enter the operating rooms.
- 6 Requests, suggestions and complaints are accepted by the pool and sauna attendants and the staff at the guest service center.
- 7 We ask you to treat the spa facilities with care. Any damage or soiling will result in compensation.
- 8 Please dispose of waste in the waste garbage cans provided (waste separation).
- 9 The use of the wireless LAN (wireless internet) provided by the Parktherme is at the guest's own risk. Accessing pages with illegal content and the distribution of illegal or legally protected content is prohibited. The Parktherme assumes no liability for the actual availability of Internet access, for a specific speed or for a specific data rate when downloading/uploading. Parktherme accepts no liability for damages incurred by the guest or third parties in connection with the use of the WLAN (e.g. data loss, virus attack, etc.). In this context, explicit reference is made to the existing risk potential of open networks.

Bad Radkersburg, on March 15, 2024

In order to make the content easier to read, either the masculine or feminine form of the term has been used in these bathing regulations. This in no way implies discrimination against any reader or guest, who are equally addressed by the content.
General translation without legal verification; Customer information for our non-German-speaking guests; For information purposes only! subject to changes, errors and translation gaps and errors! No liability! For information purposes only!

