HOUSE AND BATHING RULES

for Stadtwerke Heidelberg Bäder GmbH (hereinafter referred to as "SWH-B") in Heidelberg – Version: July 2023

stadtwerke heidelberg bäder

§ 1 Purpose

1. The House and Bathing Rules regulate the use and operation of the bathing and sauna facilities. They serve to ensure safety, orderliness and cleanliness in the indoor and outdoor swimming pools and the connected saunas.
2. The House and Bathing Rules and all other regulations are binding for all bathing guests and must be observed. The statutory regulations apply to the inclusion in the contract concluded at the cash desk.
3. The House and Bathing Rules apply to general bathing and sauna operation. Exceptions may be permitted for special events without the need for a special waiver of the House and Bathing Rules.
4. During school trips to the bathing facilities, the teaching staff are responsible for compliance with the House and Bathing Rules and assume the supervision of their charges; this also applies to the accident prevention regulations. Separate agreements can be concluded in this regard.
5. Any commercial activity within the bathing facilities or the sauna –including the giving of private swimming lessons subject to a charge – as well as club, sports and other community events require the prior consent of SWH-B.
6. When such events are conducted, a training supervisor must be designated. This person is then responsible for compliance with the House and Bathing Rules; this also applies to the accident prevention regulations.

§ 2 Use

1. The baths and saunas are accessible to anyone with a valid admission ticket. Access is generally not permitted in the following cases:
   - › Persons suffering from open wounds, skin rashes or a reportable communicable disease (in case of doubt, a medical certificate may be required); or
   - › Persons who are under the influence of intoxicating substances (this also applies to the consumption of cannabis, cf. § 5 (2) No. 4 of the Cannabis Act); or
   - › Persons who have animals with them. This does not apply to assistance dogs as defined in § 12e (3) of the Disability Equality Act. Care must be taken to ensure that the assistance dog does its business outside the bathing facilities.
2. Persons who are unable to move around safely without assistance are only permitted to enter together with an accompanying person. The accompanying person is then responsible for compliance with the House and Bathing Rules.
3. Children under 7 years of age may only enter the bathing facilities if accompanied by a suitable accompanying person. The accompanying person is responsible for supervising the child at all times. Furthermore, it must be ensured that the number of children to be supervised per accompanying person allows for supervision.
4. Children up to the age of 10 can only use the sauna facilities on family days. Persons under the age of 14 are only permitted to enter the sauna facilities if accompanied by an adult of the gender permitted for that day.
5. Bathing guests must be aware of the increased risk of accidents in swimming pools, for example due to wet and/or slippery floor surfaces. Special care is therefore required.

§ 3 Admission ticket

1. Every bathing and sauna guest must be in possession of a valid admission ticket for the corresponding services (card, printout of QR code, transponder cards or another form of proof). The SWH-B price list applies.
2. Every bathing and sauna guest must keep admission tickets or access authorizations, checkroom locker or safe deposit box keys safe during the entire stay in such a way that loss is avoided; in particular, they must wear them on their body, e.g. in the form of a bracelet, have them with them when going to the bathroom and not leave them unattended. Failure to comply with these requirements constitutes culpable behavior on the part of the bathing guest in the event of loss. In the event of a dispute, it is the responsibility of the bathing guest to prove that the above-mentioned proper safekeeping has been complied with.
3. Single authorizations are only valid for one entry to the pool or sauna; they may be limited in time.
4. For cash value cards that can no longer be used, a refund of up to € 40 plus deposit can be made in the bathing facility. If the amount exceeds € 40 plus deposit, a refund will be made via the bathing facility administration. Multiple and admission single tickets cannot be paid out.
5. Entitlement passes of persons who are to be granted reduced or free admission according to the price list are not transferable.
6. Visitors who purchase reduced admission must be able to prove their entitlement to the discount at all times („admission authorization"). The authorization pass must be shown to the supervisory staff on request. The fee for unused or lost authorization passes will not be refunded – even in the event of expulsion from the bathing facilities.
7. Lost multiple tickets can be replaced upon presentation of proof of purchase and coding against payment of a processing fee in the amount of the deposit. Cash value cards can be replaced upon presentation of an identity card and payment of a processing fee equivalent to the deposit.
8. A fine of € 60 will be imposed for misuse of the admission tickets (in particular if a cheaper admission ticket is used without authorization). In addition, a temporary or permanent ban may be imposed and criminal charges may be brought. The same applies to the use of the pool or sauna without a valid admission ticket.
9. Change must be checked immediately upon receipt. Subsequent complaints cannot be considered.

§ 4 Opening hours, cash desk times

1. The opening times and times in which the respective group of persons may use the bathing and sauna facilities, are displayed publicly on a sign, in particular at bathing/sauna facility entrances and can also be viewed on the website *https://www.swhd.de/baeder*.
2. Use of the swimming pools ends half an hour prior to closure of the baths. The use of the sauna cabins ends half an hour prior to closure of the sauna. The facilities must be exited within the opening hours.
3. In order to maintain operational safety, cleanliness in the event of high visitor numbers or bad weather, a bathing facility, sauna or parts thereof may be temporarily closed without a reduction in the admission price. In the event of storms, the bathing facilities, in particular the pools, as well as the entire play and lawn area of the outdoor swimming pools must be cleared immediately as ordered by the supervisory staff. Holders of permanent admission tickets are not entitled to use the pool or to a refund during this time. Entrance fees will not be refunded.
4. The opening hours of outdoor swimming pools may vary depending on the season and weather conditions, without entitlement to a refund of the admission price.
5. As a rule, cash desks are kept open from the time the bathing facilities open until one hour prior to their closure (including the sauna).

§ 5 Use of the bathing facilities

1. The bathing and sauna facilities must be treated with care. Any contamination of the facilities is prohibited. Contamination or damage must be reported to the supervisory staff immediately after discovery.
2. In the event of misuse or damage, the bathing guest is liable for the resulting damage. A special cleaning charge may be levied for culpable soiling, the amount of which is determined on a case-by-case basis according to the effort involved.
3. The pool borders, walk-through pools and shower rooms in the outdoor swimming pools as well as the indoor swimming pools and saunas (with the exception of the changing rooms and the paths to them) may only be entered barefoot or with bathing sandals, but not with street shoes.
4. Water is precious. When using the showers, care must therefore be taken to use the resource sparingly. Simultaneous opening of several

The term applies to male, female and diverse persons.

showers for alternating use is therefore prohibited. The washing of clothes – even when on the body – is not permitted. Personal hygiene, such as nail cutting, shaving, hair coloring (especially with henna), etc. are not permitted in the bathing and sauna areas.

5. For safety reasons, it is not permitted to bring glass bottles, porcelain and other breakable objects to or into the pools, pool borders and sauna and shower areas.
6. Vehicles of all kinds, including bicycles and scooters, must be parked outside the bathing facilities. It is not permitted to enter the pools on roller skates (inline skates) or to use them inside the bathing facilities. Prams can be parked in the outdoor swimming pools outside the pool area. Prams are not permitted in the indoor swimming pools or saunas.
7. Please observe the guideline signs.

§ 6 Changing rooms, clothing storage, valuables lockers

1. Changing rooms, showers and toilets must be used separately according to gender. They only serve for changing clothes. Remaining in these areas for other purposes is not permitted. In the indoor swimming pools and saunas, the changing rooms provided are to be used to change clothes.
2. Lockable clothing lockers are available for storing clothes during the validity of the access authorization. There are special compartments ("valuables lockers") for valuables. Users must lock the checkroom lockers and valuables lockers themselves and keep the key safe during use of the bathing facilities so as to prevent loss. There is no entitlement to use.
3. If a key is lost, the items in the valuables compartment or in the checkroom lockers or individual cabins will only be handed over to the bathing guest if they can identify themselves as the owner.
4. Locked clothing lockers – with the exception of rented lockers – are opened and emptied after operating hours. Rented lockers are opened after expiry of the rental period. The contents are treated as lost property.

§ 7 Swimwear

1. Bathing is always only permitted in normal swimwear. The decision as to whether swimwear meets the requirements is the responsibility of the supervisory staff.
2. Babies and toddlers must wear suitable swimwear in the form of tight-fitting panties or diapers.
3. Swimwear may only be washed and wrung out in the facilities provided for this purpose (showers, washbasins).
4. For reasons of hygiene and cleanliness, it is not permitted to enter or stay in the swimming area in street clothes.
5. Bathing shoes may not be worn in the pools.
6. The following rule applies to school swimming: School children who do not take part in school swimming but are in the swimming area must wear appropriate clothing (tracksuit, sports shorts, T-shirt, etc.).

§ 8 Purpose and use of the swimming pools and saunas – general rules of conduct

A visit to the bathing facility is a time for rest, relaxation and leisure. Every user must behave in such a way that others are not harmed, endangered, hindered or inconvenienced. Bathing guests must refrain from doing anything that is contrary to rules of good conduct and the maintenance of safety, peace and order. The following are prohibited in particular:

1. the carrying and use of musical instruments, sound reproduction or television sets at the pool or around the pool areas or in designated rest areas. Otherwise, these devices are permitted if they do not cause a disturbance to bathing guests
2. photographing and filming the swimming pools and their facilities. This requires the prior approval of the management. Photographing and filming other people and groups is generally not permitted without their express prior consent. This also applies to the use of smartphones and all other electronic devices with a camera function;
3. the carrying and use of mobile phones in the sauna;
4. spitting on the floor or in the bathing water;
5. throwing away glass and other sharp objects;
6. the distribution of advertising material of any kind;
7. ball and throwing games of any kind; except in areas provided for this purpose;
8. the use of paddling pools by children over the age of 10;
9. money collections of any kind;
10. smoking in the indoor swimming pools and sauna facilities, with the exception of separate areas reserved for the purpose; this also applies to e-cigarettes;
11. smoking in the changing rooms and sanitary rooms and in the immediate vicinity of the outdoor swimming pools; this also applies to e-cigarettes;
12. throwing away or leaving waste in places not expressly provided for the purpose;
13. eating and drinking in the immediate vicinity of the pools;
14. the bringing of alcoholic beverages;
15. entering flower beds and cordoned-off areas.

§ 9 Rules of conduct for the use of the bathing pools

1. Every user must be prepared for the typical dangers of a bathing facility operation by exercising increased caution.
2. Any contamination of the pool water must be avoided. The use of soaps, brushes and other cleaning agents is not permitted in swimming pools and walk-through pools.
3. Bathing guests must clean themselves before entering the pools. Sunscreen and other liniments must be washed off before using the pools.
4. In order to guarantee the highest possible level of safety

a. running along pool borders;
b. jumping in from the side of the pool;
c. pushing or throwing other people into the pools;
d. pushing other people under water;
e. gymnastics on dividing ropes, springboards, access ladders and holding bars are prohibited.

5. The use of air cushions and tires is not permitted in the pool.
6. Exclusively toys and aids suitable for water may be used in the pools. The use of flippers, diving goggles and snorkeling equipment requires special consent. The supervisory staff on duty may decide on the use of such devices. The use of eye protection goggles (swimming goggles) is at your own risk.
7. Unpracticed swimmers should stay away from the swimming and springboard pools.
8. The use of the springboard and slide systems is at your own risk. The supervisory staff will decide on their release. See-sawing on the springboards and swimming under the springboard area when the springboard is open is not permitted.
9. Only one person at a time may enter the springboard or sliding facility. Every bathing guest must ensure that no person is in the springboard, landing or slide area. These areas must be exited immediately after use.
10. Individual orders from the supervisory staff must be followed immediately.

§ 10 Conduct in case of accidents

Accidents and injuries must be reported to the supervisory staff immediately.

§ 11 Lost property

Lost property must be handed in to the supervisory staff. No claims to possession of lost property can be made. Lost property is subject to the statutory provisions.

§ 12 Liability

1. The bathing guests use the pool and sauna facilities at their own risk, without prejudice to SWH-B's obligation to maintain the facilities in a safe condition for use.
2. SWH-B is generally not liable for damage caused by bathing guests. This does not apply to liability for a negligent breach of an essential contractual obligation and for liability for damages to bathing guests

resulting from injury to life, limb or health, nor for damages suffered by the bathing guests due to an intentional or grossly negligent breach of duty by SWH-B, its legal representatives or vicarious agents. Essential contractual obligations are obligations whose fulfillment is essential for the proper execution of the contract and on whose compliance the bathing guest may regularly rely.

3. An essential contractual obligation of SWH-B is in particular, but not exclusively, the use of the bathing facilities, unless they are partially closed for compelling operational reasons, as well as participation in the events offered and included in the admission price. Apart from that, liability for damages is excluded. Parents hold liability for their children. SWH-B shall not be liable for force majeure and defects that occur or are not recognized even when exercising the usual care. Force majeure is an external, unforeseeable and uncontrollable, extraordinary event that cannot be averted even with the utmost reasonable care. This includes, in particular, events such as war, fire, natural disasters (severe flooding, typhoons, storms, earthquakes, etc.), strikes, pandemics and epidemics, orders by authorities.
4. The limitation of liability according to section 2, sentences 2 and 3 also applies to vehicles parked in the bathing facility's parking spaces.
5. Bathing guests are expressly advised not to take any valuables into the bathing facility. SWH-B does not assume any obligation to guard or exercise due care for any valuables, clothing or other items brought onto the premises. SWH-B is only liable for the loss of valuables, cash and clothing in accordance with the statutory regulations. This also applies in the event of damage to the items by third parties.
6. The depositing of money or valuables in the checkroom lockers and/or valuables lockers provided does not create any obligations on the part of SWH-B with regard to the deposited items; in particular, no safekeeping obligations are established. It is the sole responsibility of the bathing guest, when using a checkroom locker and/or a valuables locker, to lock them properly, to check that the respective device is securely locked and to store the keys/data carriers carefully.
7. In the event of culpable loss of access authorization, of checkroom locker keys in accordance with § 3 (2), a lump sum will be charged:

a. For the access authorization: in the amount of the current rate plus deposit
b. For the loss of the checkroom locker or safe deposit box key: replacement of the costs for a key including locking cylinder (currently € 80). The bathing and sauna guest is expressly permitted to prove that no damage has occurred at all or that it is significantly lower than the lump sum.

8. Damaging events must be reported to the staff immediately.

§ 13 Supervision

1. The staff or other representatives of the bathing facility exercise domiciliary rights.
2. The instructions of the supervisory staff must be followed.
3. The supervisory staff on duty are authorized to ban bathing and sauna guests who

a. violate the House and Bathing Rules;
b. endanger safety, peace and order;
c. disturb other bathing or sauna guests; do not follow instructions issued;
d. temporarily or permanently from visiting the bathing facility, including the saunas. In such cases, the entrance fee or remaining credit will not be reimbursed.

4. In the event of repeated or serious violations, a permanent ban from the premises – including all SWH-B bathing facilities – may be issued.
5. Violation of a house ban may result in criminal charges for trespassing.
6. Requests, suggestions and complaints can be made to the staff or representatives of SWH-B.

§ 14 Bathing facility operation

1. The duration of use during the specified opening hours is unlimited. Deviating regulations are announced on the notice board at the cash desk.
2. Individual swimming lanes may be temporarily blocked off for school or club operation and for special courses.
3. Jumping into the indoor swimming pools is only permitted with the consent of the supervisory staff during public bathing facility operation.

§ 15 Sauna facilities/sauna rules

1. The operation of the sauna facilities as a community facility requires mutual consideration. These regulations are intended to enable every user to use the sauna bath in an unimpaired and functionally correct manner.
2. Use of the sauna facilities is always at your own risk, even if all bathing and sauna rules are observed. In cases of doubt, a physician should be consulted in advance regarding compatibility or suitability. The supervisory staff cannot make decisions on a person's compatibility with the sauna facilities.
3. In the sauna facilities, eating and drinking is only permitted in the designated areas.
4. After thorough cleaning of the body, sauna users must dry themselves off before entering the sauna cabins. The sauna cabins and plunge pools must be entered without clothing.
5. Use of the sauna room is only permitted with a sufficiently large towel so that no perspiration gets on the wood. The towel must be taken with you when you leave the sweat room.
6. Any drying of towels or clothing in the sauna room or on radiators in other rooms is prohibited.
7. When using the sauna room, sauna guests must bear in mind that the high temperatures are characteristic of this room. Appropriate caution is required. Touching the stove, thermostats, thermometers and technical equipment is therefore prohibited.
8. Equipment and technical systems (including windows and ventilation equipment) may only be operated by supervisory staff; this also applies to the performance of sauna infusions. For safety reasons (fire hazard), it is strictly forbidden to bring spirits and essences, in particular to pour them or other substances onto the stove. During the infusions, the door of the steam room must be kept closed – except in emergencies.
9. The sauna is a place of rest, recovery and relaxation. Therefore, anything that could disturb the other bathing guests must be avoided. In the entire sauna area, but especially in the steam and relaxation areas, bathing guests must behave quietly and considerately. Noise must be avoided. For reasons of mutual consideration, loud conversations, massages, sweat scraping, scratching and brushing, as well as skin rubbing/peeling with self-applied products such as honey/salt are not permitted in the sweat room. It is prohibited to jump into the pools within the sauna facility; before use, the body must be cleaned of perspiration and any liniments.
10. It is prohibited to clean feet in the foot-warming pools.
11. It is recommended to wear bathing sandals in the sauna facility. These are not permitted in the sauna cabins and plunge pools.
12. The use of the daybeds is only permitted when clothed. At least a bath towel covering the body (not the bath towel used in the sauna) must be used. The reservation of daybeds is prohibited. This does not affect the user's obligation to take care of their towel.
13. The supervisory staff reserves the right to remove and set aside items such as towels and bathrobes in the cases described in sections 6 and 13. This does not affect the user's obligation to take care of their towel.
14. Every bathing and sauna guest must familiarize themselves with the general sauna rules before visiting the sauna.

§ 16 Dispute resolution procedure

An out-of-court arbitration procedure pursuant to § 36 Consumer Dispute Resolution Act (VSBG) can be applied for to settle disputes relating to other services. The point of contact is the nationwide General Consumer Arbitration Board. However, the prerequisite is that the customer has previously contacted our customer service and no solution has been found that is satisfactory for both parties.

SWH-B will participate in a dispute resolution procedure before this body. Customers do not incur any costs when using this out-of-court dispute resolution.

Contact details:
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§ 17 Entry into force

The House and Bathing Rrules come into force as soon as they are displayed. They replace the House and Bathing Rules dated 01.07.2023. The House and Bathing Rules may be amended in the event of omissions and adjustments to changed circumstances.