

Baths and Bathing Regulations

1 General

- 1.1 The baths and bathing regulations serve to maintain safety, order and cleanliness throughout the entire bathing complex, including the entrance area and outside facilities, as well as safeguarding the well being and relaxation of our guests. Users must refrain from all actions that disturb the well being of other guests or that obstruct the tasks of our employees. We reserve the right to expel visitors from the complex, either temporarily or permanently, who contravene these provisions.
- 1.2 Observance of the baths and bathing regulations is compulsory for all guests. By entering the complex each visitor accepts these regulations as well as all rules concerning the maintenance of safety. The parking facilities are governed by the StVO regulations (Federal Road Traffic Law) and by the relevant signage. Vehicles and bicycles are to be parked in the designated areas in front of the bathing complex.
- 1.3 The facilities are to be treated with due care. The visitor is liable for misuse, blameworthy soiling, defacement and damage and is obliged to meet the costs arising from such actions. A special cleaning charge may be levied for soiling or defacement.
- 1.4 The guests must refrain from all activities that run counter to the principles of general decency and to the maintenance of safety, calm and order. In particular, sexual harassment, including suggestive gestures, remarks and physical approaches, is forbidden.
- 1.5 Smoking in the swimming halls is only permitted in the designated rooms and only in the appointed areas of the outside facilities. The ashtrays provided must be used. Smoking in the outdoor pool complexes is only permitted outside of the changing rooms, sanitary blocks and bathing area (particularly pool-side areas). Cigarettes must not be discarded on the grassed sunbathing areas.
- 1.6 Glass objects (including bottles) must not be used in the changing rooms, sanitary block or bathing area due to the risk of injury. Rubbish must be deposited in the receptacles provided.
- 1.7 The bathing complex personnel have authority throughout the complex. Their instructions must be followed. Visitors who do not conform to the baths and bathing regulations may be barred from using the Frankfurt bathing complexes. The same applies to persons who are noticeably under the influence of intoxicating substances (alcohol or drugs) and who represent a danger to themselves or to others or who disturb others. In such cases the admission price will not be refunded. Disobedience or gross misconduct may lead to criminal charges.
- 1.8 Items of lost property are to be handed over to the bathing complex personnel. The custody of lost property is governed by the statutory regulations.
- 1.9 The use of musical instruments, audio equipment or televisions is not permitted.
- 1.10 Photography or filming of strangers and groups without their consent is not permitted. For photography and filming for commercial purposes and for the press, permission must be obtained from the BäderBetriebe Frankfurt GmbH.
- 1.11 Visitors must wear normal bathing attire in the bathing complexes unless nude bathing times or zones are explicitly offered. The decision regarding the suitability of swimwear rests with the personnel. Babies and young children are required to wear special bathing nappies. These may be purchased at the reception desk.
- 1.12 The legal relationship between the bathing complex visitor and the operator is solely based on private law.

2 Opening Hours and Admission

- 2.1 The opening hours and the latest admission times are publicly posted.
- 2.2 Valid admission tickets must be retained until leaving the bathing complex.
- 2.3 No further admission tickets will be issued from one hour prior to the facility closing time. Bathing time ends 20 minutes before closing time.
- 2.4 Day tickets are only valid once on the date of redemption and only in the bathing complex for which they have been redeemed. Multiple admission tickets are valid for 5 years from the date of redemption. Non-redeemed cards cannot be exchanged, accepted as payment or refunded. Lost multiple admission cards will not be replaced, except for personal ticket passes (season or annual tickets) which will be reissued in return for a fee of 10 Euros.
- 2.5 The BäderBetriebe Frankfurt GmbH reserves the right to restrict the use of the bathing complex or parts thereof. Under such circumstances the visitor has no right to a price refund or reduction of the admission price.
- 2.6 Admission is not granted to:
 - a) persons under the influence of intoxicating substances
 - b) persons accompanied by animals
 - c) persons suffering from a reportable contagious illness (in cases of doubt, visitors may be required to produce a doctor's note) or who have open wounds or skin conditions (e.g. scaly skin or scurf)
 - d) persons who intend to use the bathing complex for commercial or other non-standard bathing purposes.
- 2.7 For reasons of personal safety, persons who cannot ambulate easily or dress and undress without additional help, as well as persons with a significant degree of physical or mental disability will only be admitted together with an accompanying person.
- 2.8 Children under 7 years of age will only be admitted if accompanied by a suitable accompanying person.
- 2.9 Each visitor must be in possession of a valid admission ticket for the use of respective facilities. The BäderBetriebe Frankfurt GmbH can impose an increased charge of at least the full day rate on those visitors who are not in possession of a valid admission ticket.

3 Liability

- 3.1 Visitors use the bathing complexes and the respective facilities at their own risk, without prejudice to the obligation on the part of the operators to maintain the bathing complex in safe operational order.
- 3.2 The operator's liability relating to personal injury, property damage or financial loss is limited to the scope of the statutory regulations. No compensation will be made for destruction, damage or loss of personal items or cash (this also applies to the clothing and valuables lockers).
- 3.3 The visitors have sole responsibility for locking the clothing lockers and valuables lockers. If the key is lost, compensation for the resultant damages must be paid, resulting in a charge of at least 35 Euros. Lockers and valuables lockers that are still locked after closing time will be opened by the bathing complex staff and the contents treated as items of lost property.

4 Use of the Bathing Complexes

- 4.1 The bathing time is governed by the tariff of the admission ticket. If the bathing time is exceeded, the visitor is required to pay a surcharge.

- 4.2 The use of a changing cubicle by more than one person is not permitted, with the exception of the communal changing area and persons who cannot ambulate easily or dress and undress without assistance.
- 4.3 Visitors must thoroughly wash themselves before using the pools.
- 4.4 The use of body cleansing products outside of the shower rooms is not permitted.
- 4.5 Visitors are not permitted to enter the barefoot areas, shower facilities and swimming halls in outdoor shoes.
- 4.6 Normal bathing attire must be worn in the wet areas of the bathing complexes.
- 4.7 The reserving of chairs and relaxation loungers is not permitted.
- 4.8 The use of any water attractions requires circumspection and consideration for other guests.
- 4.9 Swimmer pools and diving pools must only be used by accomplished swimmers. Non-swimmers must use the non-swimmer pools, and young children the splash pools.
- 4.10 The use of diving board facilities is only permitted when these have been opened by the personnel on duty. Jumping and diving is undertaken at own the users' own risk. Prior to jumping or diving it is essential to ensure that:
 - a) the landing zone is clear
 - b) only one person mounts the diving board.It is forbidden to swim below the jumping and diving area once this area has been opened.
- 4.11 Slides must only be used in accordance with the signs. The safety spacing between users must be observed. The slide exit zone must be vacated without delay. Sliding is undertaken at the users' own risk.
- 4.12 Jumping in from the side and the pushing or throwing of persons into a pool is forbidden.
- 4.13 The use of sport and game equipment (e.g. diving apparatus, flippers, snorkel equipment) requires the prior permission of the personnel on duty. The use of flotation aids in the swimmer pools is not permitted.
- 4.14 Ball games may only be played in the designated areas. Movement games and sports – even without balls and equipment – may only be played in the designated zones.
- 4.15 During club or association events the club or the event leader is co-responsible for the observance of the bathing rules and regulations.
- 4.16 Private swimming instructors are not permitted to teach in a commercial capacity.

5 Special Facilities

Special regulations of use may apply to open-air swimming pools and other bathing complex facilities (sauna, fitness, solarium equipment).

6 Exceptions

The house and bathing rules and regulations apply for the general use of the facilities. Exceptions may be made for special events without the need for special lifting of the house and bathing rules and regulations.

Special requests, ideas and complaints can be directed towards the duty personnel, cash desk staff or the facility management.

The Management
Frankfurt am Main, October 2004