

Pool rules

Natural swimming pond Gästehaus Birkenhof & Apartments Rosenhof



Dear guest,

by booking your stay, you conclude a bathing contract with the Birkenhof & Apartments Rosenhof guest house and thereby accept the following bathing regulations as part of the contract.

1. Hotel responsibilities

1.1. Granting use of facilities, guests' risk

- Access to pool facilities is permitted to hotel guests only. Guests shall use the facilities at their own risk within the framework of these pool rules.
- It may not be possible by the hotel or staff to avoid pool-related accidents. Guests are advised that they bear any risk inherent in exercise/sport practised in the pool facility.
- The hotel shall not be liable for injuries and other instructions of guests' privacy caused by other guest or third parties not belonging to the hotel staff.
- The hotel accepts the following responsibilities are regards guests with authority to acces the facilities.

1.2. Opening times and access

- The hotel shall allow guests access to the facilities during times displayed or announced by supervisory staff.
- The hotel reserves the right to refuse entry without explanation to persons whose admission to pool facilities appears in question.
- If there is a short-term / unexpected closure of the facility, the announced opening times will be canceled and access to the bathing area will not be possible.
- • If the permitted number of visitors is exceeded, the hotel can prohibit other guests from visiting or waiting times can be expected.

1.3. Conditions and operation of facilities

- The hotel is responsible for ensuring set up, operation and maintenance of facilities in accordance with regulations. In particular, all applicable health and safety standards shall be complied with at all times. The hotel does not have any further responsibilities.
- As soon as the hotel is informed of a facility's failure, deficiency or defectiveness that no longer guarantees its safe operation, the hotel shall immediately prohibit the use of the defective facility or limit its use appropriately.
- Each hotel guest is solely responsible for complying with the instructions given by responsible personnel.

1.4. Monitoring compliance with pool rules

- The hotel and any authorised staff shall take reasonable measures to monitor compliance with pool rules by guests and other persons present in the facility. In the event of non-compliant behaviour the persons concerned shall receive a warning and may be barred from further use of facilities.
- The facility is not under constant supervision.

1.5. Measures taken in the event of an accident

- In the event of an accident the hotel and authorised staff will take every reasonable measure to procure immediate help.
According to the law, every guest is obliged to provide first aid himself until help arrives.

1.6. Measures taken to avert reported dangers

- In the event that the hotel, and especially authorised personnel, are informed to their reasonable satisfaction of an imminent danger to the health and life of guests, hotel staff will take reasonable measures to avert the danger.

1.7. There are no facilities for supervising minors, people with disabilities and non-swimmers

- The hotel and its staff, are not obliged or in a position to supervise minors, those with physical or mental disabilities, and non-swimmers.
The facility is not under constant supervision.
- Children are only allowed to enter the bathing facility with an accompanying and supervisor.
- **The maximum water depth of the bathing facility is 2 m.**
It is therefore not possible for non-swimmers to stay in the pool. Or only with an appropriate swimming aid and accompanied by a supervisor.

1.8. Liability in the event of an accident

- The hotel shall be liable only for such injury or damage that it or its staff inflicts upon guests as a result of unlawful conduct, especially such that is in breach of contract or caused by negligent conduct.
- The bathing facility assumes no liability for damage to third parties caused by objects brought by guests.
- The hotel is not liable for damage or injury caused by disregarding pool rules, any other user provisions, by non-compliance with instructions provided by staff, by any other culpability on the part of the injured party, or by unavoidable circumstances or force majeure, especially by third party infringements. Contributory negligence shall lead to corresponding apportionment of loss or damage. The same applies *mutatis mutandis* to specific user instructions placed by equipment and facilities (e.g. It is forbidden to enter the regeneration areas of the natural swimming pond or biotope.) and for any use prohibitions or restrictions within the meaning of item 1.3 section 2.

2. Guest responsibilities

2.1. Brought valuables

- The guest himself has to take care of the safekeeping of valuables.

2.2. Supervision of children, minors, non-swimmers and the disabled

- **Parents are liable for their children! Children and minors may only enter the facility in company of a person authorised to look after them.**
- People with responsibility for children, minors, non-swimmers and the disabled must also make provisions for other carers (e.g. legal guardians and carers).
- Those given responsibility remain responsible for supervision, even if they do not enter the area of the bathing facility, or if they leave them.
- The current youth protection regulations, especially pertaining to alcohol and tobacco restrictions, exclusion orders, and obligations of guardians must be respected by young people and their guardians alike.

2.3. Hotel staff instructions

- Guests are required to maintain the highest levels of cleanliness throughout the pool facility. This also applies if a bather is of the opinion that the instruction given to him is not justified.
- Anyone violating pool rules, use prohibitions for particular facilities limitations within the meaning of 1.3 section 2, or who defies instructions given by responsible personnel may be asked to leave the pool area by this personnel or other hotel representatives without thereby gaining the right to a reduced accommodation rate.
- In particular cases, a (temporary) future use prohibition may be imposed.
- In case of danger of lightning or storms, access will be barred to the facility.

2.4. Hygiene regulations

- Guests are required to maintain the highest levels of cleanliness throughout the pool facility.
- A cleaning fee can be levied in the event of a willful contamination.
- People with infectious diseases must not enter the pool facility.
- For hygienic reasons, a shower must be taken each time before entering the bathing pond! Sunscreens etc. should not be applied immediately before bathing.
- The use of soap, shampoos or detergents and washing swimwear in the bathing pond and outdoor shower is prohibited.
- No foreign objects may be thrown into the bathing and biotope area.
- Waste must be placed into the designated waste containers.

2.5. Food and drinks, swimming wear zone

- The guests are obliged to keep the entire bathing area as clean as possible. This also applies to the consumption of food and drinks that you have brought with you.
- The use of drinking bottles made of glass, porcelain, etc. is prohibited in the entire bathing area due to the risk of injury.
- Waste must be placed into the designated waste containers.
- In all indoor areas of the hotel, we request that appropriate clothing is worn. Swimming wear is prohibited.

2.6. Refraining from causing hazards or nuisances / Use of deck chairs

- Guests are obliged to be considerate towards other bathing area visitors, especially as regards noise. Therefore, anything that might cause a hazard or nuisance to other guests is prohibited.
- The usual etiquette rules are to be observed.
- Photographing or filming people without their consent is prohibited.
- Electronic devices (e.g. mobile phones or tablets) may only be used with headphones.
- Climbing on or over the pool area barriers is prohibited.
- Please take care when walking around the area! Although special non-slip mats are installed at the swimming pond and the tiles in the wet area of the sauna hut are installed, there is an increased risk of slipping! We recommend that visitors wear pool shoes.
- Reserving sunbeds by placing towels etc. for long-term is not permitted. If deck chairs / loungers are damaged, a replacement has to be provided.

2.7. No jumping or entering the biotope area

- The bathing area is a completely self-cleaning biotope, without any chemicals. Due to the sensitivity the following points are strictly prohibited, as already noted in 2.4 paragraphs 4-6:
- Jumping into the swimming area
- Entering the planted biotope area separated from the swimming area
- Bringing in foreign objects
- As well as the use of foreign liquids and creams in the area of the water or shortly before swimming (Note the shower requirement before swimming!).

2.8. Duty to report/ provide assistance

- Accidents, thefts and complaints must be reported to appropriate personnel or reception without delay.
- Every guest is required to provide first aid or other assistance if required.