

# BATHING REGULATIONS

Dear guests!

When making a reservation at the GRAND HOTEL ZELL AM SEE, you conclude a contract for visiting the pool area and acknowledge the following bathing regulations as part of the content.

## 1. Obligations of the GRAND HOTEL ZELL AM SEE

### 1.1. Enabling use of the facilities, transfer of risks to guests

- (1) The GRAND HOTEL ZELL AM SEE shall enable the guests to use the facilities in the bathing area at their own risk and within the framework of these bathing regulations.
- (2) It is not possible for the GRAND HOTEL ZELL AM SEE or its employees to prevent bathing accidents in general. In particular, the guests themselves shall bear the risks associated with pursuing sporting activities in the bathing area.
- (3) The same applies to injuries and other invasions of a guest's personal sphere by other guests or other third parties who are not employees of the GRAND HOTEL ZELL AM SEE.
- (4) The GRAND HOTEL ZELL AM SEE shall only assume the following obligations towards its guests.

### 1.2. Opening hours and access

- (1) The GRAND HOTEL ZELL AM SEE shall enable guests to visit during the opening hours announced in notifications or by supervisory personnel.
- (2) If the permitted number of visitors is exceeded the GRAND HOTEL ZELL AM SEE and the responsible employees may prevent further guests from entering. In such cases, visitors will have to expect waiting times.
- (3) The GRAND HOTEL ZELL AM SEE reserves the right to deny access to individuals, without stating reasons, if they have concerns about them letting them enter the bathing area..

### 1.3. Condition and operation of the facilities

- (1) The GRAND HOTEL ZELL AM SEE shall guarantee that the facilities are properly set up, operated and maintained. In particular, the GRAND HOTEL ZELL AM SEE shall comply with all applicable hygiene and safety regulations. The GRAND HOTEL ZELL AM SEE does not have any further obligations.
- (2) As soon as the GRAND HOTEL ZELL AM SEE becomes aware of any malfunctioning, damaged or defective equipment, which means that it is no longer possible to use it properly, the GRAND HOTEL ZELL AM SEE shall immediately stop the damaged equipment being used or duly limit its use.
- (3) The bather is responsible for complying with instructions from the responsible employees.

### 1.4. Monitoring of compliance with the bathing regulations

The GRAND HOTEL ZELL AM SEE and its responsible employees shall reasonably monitor compliance with the bathing regulations by guests and other individuals in the bathing area. If disorderly conduct is identified, the individuals in question shall receive a warning and, if necessary, be asked to leave the premises.

### 1.5. Help in case of accidents

In the event of an accident, the GRAND HOTEL ZELL AM SEE and the responsible employees shall immediately provide reasonable assistance.

### 1.6. Assistance in averting indicated dangers

If the GRAND HOTEL ZELL AM SEE, particularly the responsible employees, are informed by guests of an imminent danger to the health and life of guests, the GRAND HOTEL ZELL AM SEE and its employees shall do what is reasonable to avert the danger.

### 1.7. No possibility to supervise young children, minors, individuals with disabilities and non-swimmers

The GRAND HOTEL ZELL AM SEE and its employees are not in a position, and therefore not obligated, to supervise young children, minors, individuals with physical or mental disabilities and non-swimmers.

## 1.8. Liability of the GRAND HOTEL ZELL AM SEE

- (1) The GRAND HOTEL ZELL AM SEE shall only be held liable for injury suffered by guests due to unlawful and culpable behaviour by hotel employees, particularly behaviour that violates the contract.
- (2) The GRAND HOTEL ZELL AM SEE shall not be held liable for injuries caused by failure to comply with the bathing regulations or other regulations for use, failure to observe instructions from employees, negligence on the part of the aggrieved party or through unavoidable events or force majeure, in particular interventions from third parties. Contributory negligence shall result in a corresponding division of claims. The same applies to any special regulations for use displayed by the relevant equipment and facilities (e.g. the slide, diving platform, sauna etc.) and for any bans or restrictions in use as per Point 1.3 Paragraph 2.

## 2. Guests' obligations

### 2.1. Keys, charge cards, fees

- (1) A deposit based on valid tariffs may be requested when locker keys are issued.
- (2) The locker key must be returned when leaving the pool area.
- (3) Lost keys must be replaced.

### 2.2. Supervision of children, minors, non-swimmers and individuals with disabilities

- (1) Individuals responsible for supervising children, minors, non-swimmers and individuals with disabilities (e.g. parents, guardians or carers) must ensure that they take proper care of them. Children under the age of 8 must be accompanied by a responsible person.
- (2) The individuals in charge of supervising other individuals shall continue to be responsible for their supervision even if they themselves do not enter the GRAND HOTEL ZELL AM SEE or leave the premises earlier.
- (3) The applicable youth protection regulations, in particular bans on alcohol and smoking, exclusion orders, and guardians' obligations must be observed by young persons and their guardians.

### 2.3. Supervision during group visits

- (1) In the event of group visits, the responsible supervisor for school children and the responsible official for clubs and other organisations shall bear full responsibility for complying with the bathing regulations. The supervisors must remain present for the duration of the group visit.
- (2) Together with the supervisory personnel from the GRAND HOTEL ZELL AM SEE, these supervisors must ensure that normal use of the bathing area is not disrupted by the group visit.

### 2.4. Instructions from employees of the GRAND HOTEL ZELL AM SEE

- (1) Guests are obligated to follow instructions from the responsible employees of the GRAND HOTEL ZELL AM SEE without restrictions. This also applies if a guest believes that the instruction given is not justified.
- (2) Anyone who violates the bathing regulations or bans on use for certain facilities (e.g. the slide, diving platform, sauna) or restrictions as per Point 1.3 Paragraph 2, or refuses to comply with instructions from a responsible employee, may be asked to leave the pool by this individual or another representative of the GRAND HOTEL ZELL AM SEE without reimbursement of the admission fee.
- (3) In special cases, guests may also be banned from visiting in the future.

### 2.5. Hygiene regulations

- (1) Guests must maintain the highest cleanliness standards throughout the bathing area.
- (2) Outdoor shoes may not be worn in the barefoot area. Foot disinfectant systems must be used when entering and leaving the pool.
- (3) Guests may not visit the bathing area if they are suffering from an infectious disease.
- (4) For hygiene reasons, visitors must take a shower before entering the pool. The showers must be turned off immediately after use.
- (5) It is forbidden to use soap, shampoo or laundry detergents or wash swimwear in the swimming and bathing pools.
- (6) Waste (bottles, glasses, cans, paper etc.) is to be deposited in the designated waste bins.

## 2.6. Avoidance of hazards and disturbances

- (1) All guests must show due consideration for the other bathers in terms of noise levels and should therefore refrain from doing anything that would bother or even endanger other bathers.
- (2) It is not permitted to scale or climb over the boundaries of the bathing area.
- (3) All facilities and equipment in the bathing area may only be used in line with their intended purpose (e.g. children's pool)..

## 2.7. Use of pools, equipment etc.

- (1) The regulations for use are to be followed when using the equipment and facilities available in the pool.
- (2) Users of the equipment and facilities must ensure that they do not endanger other bathers. Bathers close to the equipment and facilities must ensure that use of the equipment and facilities does not endanger themselves or other bathers. Bathers must show consideration for one another.
- (3) Instructions from employees must be followed.

## 2.8. Use of additional facilities

- (1) Loungers and other facilities can be used free of charge subject to availability.
- (2) Any lost or damaged items must be replaced.

## 2.9. 2.9. Bringing and loss of items, parking of vehicles

- (1) No liability shall be assumed for any valuables brought into the bathing area.
- (2) (2) Any items found are to be handed in at reception.

## 2.10 Reporting obligations / duty to provide assistance

- (1) Accidents, thefts and complaints are to be reported to the responsible employees or management of the GRAND HOTEL ZELL AM SEE immediately.
- (2) Every guest is required to provide the necessary first aid or other assistance.

## 2.11 Consumption of food, alcohol and drinks

- (1) Food and drinks may only be consumed in the designated areas.
- (2) It is forbidden to take glassware into the barefoot area.

## 2.12 Other

- (1) Any form of commercial activity or advertising in the GRAND HOTEL ZELL AM SEE requires the owner's approval.
- (2) Smoking is only permitted in the designated areas.
- (3) It is forbidden to photograph other bathers without their permission.