

HOUSE AND POOL RULES

FOR THE PUBLIC OUTDOOR AND INDOOR SWIMMING POOLS IN THE CITY OF CHEMNITZ

Dear Visitors to Chemnitz Pools,

We want all our guests to feel equally comfortable. We therefore ask that you show respect for each other, comply with the following regulations and obey the instructions of our staff. Staff will be happy to respond to your questions, requests and suggestions and deal with any complaints. We hope you enjoy your stay.

Section 1 - Purpose of the building and pool regulations

These building and pool regulations implement and supplement the City of Chemnitz Statutes on the Use of Sports Facilities including Swimming Pools (Sports Facilities Regulations). They regulate the safety, tidiness and cleanliness of the entire pool area, including outdoor facilities. The Sports Facilities Regulations as amended form part of the present building and pool regulations.

Section 2 - Application of the building and pool regulations

- The building and pool regulations and all other regulations mentioned in Section 3(1) sentence 2 apply to all users. Everything covered by the contract concluded at the cash desk shall be subject to the statutory regulations.
- Staff and any other agents of the pool are authorised to enforce the pool regulations, and their instructions must be followed. Users who breach the building and pool regulations may be required to leave the premises. Where users are required to leave the premises, entrance fees will not be refunded. The onus shall be on pool users to prove that in any given case, the pool operator is not entitled to any remuneration or is entitled to significantly lower remuneration than the full entrance fee. In addition, the Mayor or their representatives can ban individuals from entering the premises.
- For reasons of safety, the designated and marked areas of the premises are subject to video monitoring. This is governed by the requirements of the Federal Data Protection Act, in particular Article 4. Stored data will be deleted immediately if it is no longer required or if the data subject has interests warranting protection that prevent further storage.
- The building and pool regulations apply to the use of the facilities in general. Exceptions may be made for special events or for use by specific groups of people (e.g. school and club swimming) without requiring the building and pool regulations to be revoked.
- Political activities, events, demonstrations, the distribution of printed materials, the affixing of posters or placards, the collection of signatures and the use of pools for commercial purposes or purposes that are not customary for the pool, are prohibited.

Section 3 - Opening hours and prices

- Opening hours and the current price list are posted in summary on notice boards and can be viewed in full at the cash desk. The latest version of the Sports Facilities Regulations and the Sports Facilities Fees Regulations form part of the present building and pool regulations.
- Admission to outdoor pools ends 30 minutes before closing time. Admission to indoor pools ends one hour before closing time. The pool and sauna areas must be vacated 15 minutes before closing time. Opening hours for outdoor pools may be extended or shortened depending on weather conditions. This may not be used as the basis for any claim against the City of Chemnitz.
- Special admission and opening arrangements can be made for school and club swimming and for courses and events for specific groups of people.
- If the use of individual services or individual parts of the facilities is restricted, or if the pool is closed during opening hours, this shall not give rise to any entitlement to reduction or reimbursement of fees. This also applies in the event of closure due to force majeure (thunderstorm), official orders or technical failure.

- Tickets or any other type of authorised access that have been purchased will not be refunded.
- Entrance tickets, access authorisations and receipts for the purchase of such access issued by the cash desk must be retained until visitors leave the premises.
- Single entrance tickets are valid only on the day of purchase; they entitle you to enter the premises once and are no longer valid after departure from the area or premises (pool).

Section 4 - Admission

- In principle, the facility is open to everyone; restrictions may be imposed in certain cases.
- Each user must be in possession of a valid entrance ticket or access authorisation for the area in question. Once visitors have entered an area, they are not permitted to transfer their admission ticket or access authorisation. They must be able to show proof of this to staff on request.
- Users must keep admission tickets or access authorisations and the following items provided by the pool operator safe:
 - transponder wristbands
 - locker keys
 - rented equipment
 so as to ensure that such items are not lost. Specifically, they must either wear them, e.g. wristbands, or keep hold of them when moving around the pool and not leave them unattended. Where failure to comply with these requirements leads to the loss of an item, the user will be deemed culpable. In the event of a dispute, the onus is on users to prove that they took the proper steps to keep items safe as indicated above.
- Children under the age of 9 may only enter and use the pool facilities if accompanied by an appropriate individual of at least 16 years of age. Proof of age must be provided on request. Persons under the age of 18 may not accompany more than one child.
- Individuals who cannot move around safely without external help may only use the pool facilities if they are accompanied by an appropriate person.
- Visitors are not permitted to enter if:
 - they are under the influence of intoxicating substances,
 - they have animals with them,
 - they are using the pool facilities for commercial purposes or contrary to statutory usage without the consent of the City of Chemnitz
 - they are suffering from a notifiable communicable disease (in the event of doubt, it may be necessary to present a medical certificate) or if they have any open wounds,
 - if they are prohibited from entering the premises.

Section 5 - Behaviour

- Users must refrain from doing anything contrary to common decency or to the maintenance of safety, peace and order.
- Pool facilities, including rented items, must be treated with care. Users will be liable in the event of improper use or damage. In the event of culpable contamination going beyond the scope of intended use, a special cleaning fee may be charged, the level of which will be determined on a case-by-case basis.
- Visitors may only enter wet areas of the facilities when wearing appropriate swimwear. The sauna area is exempt from this rule.
- The sides of pools, toilet and shower areas and changing areas for indoor and outdoor pools are barefoot zones. Outdoor shoes may not be worn in these zones. Aids such as wheelchairs, walking frames and trolley bags must be cleaned by users or accompanying persons before being taken into barefoot zones; otherwise, aids provided by the pool may be used.
- Users are not permitted to play musical instruments or use audio or video playback devices and other media if this inconveniences other users.

- It is not permitted to photograph or film individuals or groups without their consent. This also applies to camera phones. Permission must be obtained in advance before taking photographs for commercial reasons (including press photos).
- Visitors must wash before using the pools. It is not permitted to shave, cut nails, dye hair, etc.
- All users must be prepared for the risks typically associated with swimming pools and exercise increased caution.
- Sports and play equipment may only be used with the agreement of supervisory staff. Pool employees are entitled to refuse to allow sports and play equipment (e.g. flippers, snorkels, balls, clothing, etc.) to be used for reasons of safety. Air beds and inflatable boats must not be brought into swimming and other pools.
- Food and drinks may be brought in for personal consumption only and may not be consumed in pool areas / bathrooms.
- Fragile containers (e.g. made of glass or porcelain) must not be brought into the premises.
- Smoking is prohibited in the indoor pools. Electric cigarettes are also prohibited. In the outdoor pools, smoking is not permitted in changing rooms, bathrooms or pool areas. Sunbathing areas must be kept free of cigarette butts.
- Lost property should be handed over to the staff and will be dealt with in accordance with the statutory regulations.
- Lockers and/or safes are only available to users for the duration of their access authorisation. Users are responsible for locking lockers/safes and for keeping keys/data carriers safe. Users do not have any entitlement to use lockers/safes. After the facility closes, any lockers and safes that are still closed are opened and cleared as appropriate. Items left in lockers and safes are treated as lost property.
- Towels, bags and other items should not be left permanently on loungers and chairs. Items left on loungers and chairs will be removed by the staff as necessary.
- Girls may only be taken into the men's changing areas and shower rooms if they are under 6 years of age. The same applies to boys in the women's areas.
- Escape routes and entrance and access areas of outdoor pools must always be kept clear.

Section 6 - Liability

- The operator is in principle not liable for any damage suffered by users. This does not apply to liability for breaches of essential contractual obligations or to liability for damages resulting from loss of life, physical injury or damage to health, nor for damages suffered by users due to intentional or grossly negligent breach of duty by the operator or their legal representatives or agents. Essential contractual obligations are those whose fulfilment is central to the proper performance of the contract and on compliance with which users may regularly rely. The limitation of liability set out in sentences 1 and 2 of paragraph 1 shall also apply to vehicles parked in pool parking spaces.
- The essential contractual obligations to be delivered by the operator include in particular, but are not limited to, the use of pool facilities, insofar as these are not partially closed for urgent operational reasons, and participation in the activities included in the admission price. Users are expressly advised not to take valuables to the pool. The operator cannot supervise or assume any duty of care for valuables brought into the facility. The operator is liable for the loss of valuables, cash or clothing only to the extent provided for in the statutory regulations. This also applies to damage to items caused by third parties.
- The placing of money or valuables in a locker and/or safe provided by the operator does not give rise to any obligations on the part of the operator in respect of the items in question.

In particular, it establishes no duty of safekeeping. Users of lockers and/or safes bear sole responsibility for ensuring such equipment is properly locked, checking it is securely closed and keeping keys/data carriers safe.

- In the event of visitors being deemed culpable pursuant to section 4(3) above for the loss of items provided by the pool operator, they will be invoiced for the following fixed sums:
 - Transponder wristband – 10 Euro in line with Sports Facilities Fees Regulations
 - Safe key – 10 Euro in line with Sports Facilities Fees Regulations
 - Rented equipment – relevant deposit in line with Sports Facilities Fees Regulations
 The user is expressly permitted to prove that no damage has arisen or that damages are significantly lower than the fixed sum.
- The operator is not willing and not obliged to participate in disputes resolution procedures before a consumer arbitration board.

Section 7 - General rules of conduct

- Jumping in from the side, climbing over barriers, pushing, throwing, or submerging other people in the pool, and running on the poolside are prohibited.
- The water attractions provided require care and consideration to be exercised with regard to other users. Games and drills that inconvenience other visitors must be avoided.
- The use of diving boards and water slides goes beyond the risks that are typical for swimming pools; users should adapt their behaviour accordingly. These facilities may only be used with the agreement of staff.

When using the diving boards, please note that:

- the previous diver must have left the diving area and the area must be clear,
- only one person may be in the diving board/diving area at any given time,
- users must not dive from the sides of boards,
- users must not take run ups to their dives,
- swimming under the diving area is prohibited.

When using water slides, please note that:

- all instructions on the slide signage must be followed,
 - children under the age of 9 may only use the slide when accompanied by their parents or another appropriate individual,
 - the landing pool should be vacated immediately towards the front.
- Non-swimmers and inexperienced swimmers are not permitted to enter deep water areas (1.35 metres and deeper). Buoyancy and swimming aids are only permitted in non-swimmers' areas.
 - All activities involving open flames (e.g. barbecuing, hookah smoking) or the use of aircraft (such as drones) are prohibited.
 - In the event of a thunderstorm, all pools in outdoor areas must be vacated as quickly as possible by the shortest route. Staff instructions, including loudspeaker announcements, must be complied with immediately.
 - Sexual acts or representations of such acts are prohibited.
 - It is not permitted to enter service areas or technical areas.

signed: Sportamt



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