



# The House and Bathing Rules.

Dear Guests,

The Claudius Therme is a place of relaxation and enjoyment. So that this remains the case, we have a few rules to ensure you that you can always relax in peace with us.

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- The instructions of the staff must be followed. The Claudius Therme has the right to decide about the house rules. Guests who violate the house and bathing rules can be temporarily or permanently excluded from visiting the Claudius Therme. Any such exclusion does not lead to any reduction in or exemption of the fee to be paid.
- To use the bathing facilities, you need swimwear, 1 hand towel, 1 large sauna towel (to lie or sit on), bathing shoes, a bathrobe and soap.
- We ask you to clean yourself thoroughly before using the bathing facilities.
- Prices and opening hours are as announced on the notice board.
- Staff and visitors walk around the Claudius Therme. The wearing of bathing shoes is, therefore, mandatory.
- Children and adolescents under 16 years of age may only enter the Claudius Therme if accompanied by an adult. The adult is responsible for supervising the minors.
- When entering the Claudius Therme, please turn off your mobile phone and put it in your locker. The use of mobile phones and camera-enabled devices is not permitted anywhere in the facility.
- Smoking is generally prohibited inside the Claudius Therme. Outdoor smoking areas are marked on the site maps. The use of pipe tobacco, cigarillos and cigars is not permitted.
- Please keep any public displays of affection to a minimum. They are completely prohibited in the sauna cabins, hot tubs, thermal pools, etc.
- There is no entitlement to a place to sit or lie down on. A place must not be reserved by placing towels, bags, etc. on the seats. If objects are placed on seats and sunbathing areas for this purpose, the bathing staff is instructed to remove them.
- The pools may only be entered via the designated entrances. Jumping in and standing on the edge of the pool are prohibited due to risk of injury.
- Please use only the designated paths, stairs and ladders. If you do not use them and damage to property or personal injury results, the operator does not accept any liability. Any liability is also excluded for dangers of everyday life.
- The use of the counter-current pool is at your own risk. The operator assumes no liability for personal injury or property damage resulting from its use.
- Please take good care of your locker key and remember its number. Always wear it on your wrist. The key holder key is responsible for any loss or misuse by third parties.
- Consuming food and beverages brought into the Claudius Therme is not permitted.
- If parts of the Claudius Therme are not in operation, this does not entitle guests to any reduction in the entrance fee.
- There is no right to use the exercise pool. This applies especially when exercise sessions and other events are taking place.
- The "Aufgüsse" in the sauna cabins are performed exclusively by our own expert staff. Guests are not allowed to use their own essences for the "Aufgüsse".
- Towels may not be hung up to dry in the sauna cabins.
- The sauna facility is not a nudist facility. Therefore, we must ask that you wear a sauna towel or a bathrobe in the corridors of the changing rooms after the sauna session and the cooling-down period. The open wearing of intimate piercings is not desired.
- A bathrobe must be worn in the areas where food and drink are served.
- Any liability for valuables is excluded. This applies, among other things, to lost bathing utensils, lost property and items locked in the lockers. Items left lying around will be collected at the end of the bathing session, dried if need be and stored, after the date they were found on has been noted. Lost and found items are kept for 2 months, valuables for 6 months.
- The operator is not liable for any discoloration/damage to swimwear, jewellery or watches, which may occur due to the special nature of the thermal water (sodium chloride acidulous water).
- If you have any health problems, we advise you consult your doctor before visiting the Claudius Therme.
- Guests must be physically able to use the thermal and sauna facilities without danger to themselves and others – or they must have a responsible companion to help them.
- Each guest must behave in the facility in such a way that no other guest is inconvenienced.

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**All visitors to the Claudius Therme accept and are bound by these house and bathing rules as soon as they enter the facility. In event of non-compliance, the operator does not assume any liability. In case of doubt, the owner reserves the right to expel guests from the facility without refunding the entrance fee.**

If you have any wishes, ideas or complaints, please contact the staff or the management personally or in writing.

The Claudius Therme team wishes you a peaceful and relaxing stay.

Cologne, July 2020, Tilmann Brockhaus