

Our house- and bathing rules

The house and bathing rules serve the purpose of offering all guests of the carpesol Spa thermal bath a pleasant, safe, and relaxing stay in our facilities. All guests are asked to follow it and be aware of the guidelines.

Opening times and access:

The opening times for all areas of the carpesol Spa thermal bath have been published (internet, brochures). Please note that individual areas have different opening times. The closing times of the carpesol Spa thermal bath for the respective areas refer to the leaving time of the carpesol Spa thermal bath at the exit. If parts of the carpesol Spa thermal bath are not used or the opening times have changed, you will be informed at the entrance, or through our internet website. If the usability of our facility is limited (e.g. due to operational disruptions, revisions, events, courses, etc.), there is generally no entitlement to a refund or reduction of the entry fee.

General rules of conduct:

The carpesol Spa thermal bath is not a classic nudist facility but rather sees itself as a health spa and wellness facility. Swimwear must be removed in the sauna areas. Outside the saunas and the swimming pool, guests must wear bathing shoes and are expected to always cover themselves with a bathrobe or towel. A bathrobe must be worn during your stay in the internal restaurant. The changing area is not a clothing-free zone, so we asked our guests to use the changing rooms provided. Smoking is only permitted in designated areas in the carpesol Spa thermal bath. Consuming cannabis as well as other kinds of drugs is strictly prohibited on the entire grounds belonging to the establishment carpesol therme spa bath. Sexual acts and displays are not allowed in the entire building.

Restaurant and consumption:

Our service and kitchen team are available to you during the entirety of our opening times. Consuming drinks and food that you have brought with you from outside is not permitted in the carpesol Spa thermal bath. Please note the closing times of the restaurants during the off-peak opening hours.

Electronic equipment:

Carpesol guests are not permitted to use musical instruments, sound reproduction devices, telephones, or cameras. Please leave your devices in one of the provided safes if needed. For safety reasons, it is not permitted to use or charge electrical devices or batteries that you have brought with you.

Vouchers:

Vouchers cannot be paid out once bought. They are to be treated like cash and will not be replaced by the carpesol Spa thermal bath if lost.

Prepaid cards/club cards:

The deposit amount and the respective top-ups determine the service- and price advantages. For your own safety, we recommend that our guests personalize their prepaid cards/club cards. This allows us to ensure that the prepaid card/club card can no longer be used in the case of loss/theft from the time you report it and that your credit will be transferred to a replacement card. The replacement card fee is 5 euros. A combination of prepaid cards/club cards and other advantage/discount promotions or vouchers is not possible. The payout of a value/club card balance is also not possible. The prepaid/club card can only be paid out for a valid reason (death, moving) and upon formally written request. The discount granted is calculated back since the last deposit.

Transponder bracelet:

You use this bracelet as an access and transition tool to the sauna areas and to close your locker and safe with your possessions and valuables. Your consumption (catering, treatments, rented clothing) is recorded on the bracelet and later billed at the checkout. After your consumption has been paid for at the checkout, this bracelet will be collected at the turnstile. WertCard guests with a credit account can check out directly at the exit turnstile without having to contact the cash register. Please always wear this bracelet on your wrist and do not leave it unattended. You generally have an in-house internal credit of 300 euros. In the event of loss/theft, we ask for your immediate information. Otherwise, there is a risk that other guests could use your wristband. With your receipts, if your bracelet is lost, we can block your bracelet immediately and thus limit your damage or avoid it altogether. If you lose your transponder bracelet, your internal credit amount will be used. In this case, you will be charged the full amount documented on the wristband assigned to you. In addition, there is a loss fee for the transponder bracelet of 10 euros. Children generally do not receive any internal credit. However, parents can have their children book "pocket money" onto their bracelets on a credit basis.

Children:

Children ages up to 14 are not permitted to use the sauna areas. If appropriate family times have been set up by the carpesol spa thermal bath, these will be explicitly published.

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Liability:

The use of the carpesol Spa thermal bath and its ancillary facilities by guests is at their own risk, despite the operator's obligation to maintain the facilities in good condition. The carpesol Spa thermal bath is not liable for force majeure. Furthermore, the liability of the operator and his vicarious agents for simple negligence is excluded. This limitation of liability does not apply to damages resulting in injury to life, body or health. In the event of misuse, culpable contamination, negligent or intentional damage, the person responsible is liable for the damage.

Liability and supervision obligations for children and other groups of people:

Parents are responsible for their children. This applies to their supervisory duties when using the bathing facilities in particular. Children who cannot swim are required to wear swimming aids (e.g. water wings). Parents are fully responsible for supervising their children until they reach the age of 7. From the age of 14 on, children are permitted to use the Carpesol Spa thermal baths without presenting written consent from their parents when entering our facility. Children under 7 years of age are only permitted to enter the thermal areas if they present written consent from their parents and are accompanied by someone of the age of 14 or older. Children under 7 years of age accompanied by a guest under 14 years of age are not permitted to enter the facility. Children between the ages of 7 and 13 are only permitted to enter our Spa thermal bath with written consent from their parents. Furthermore, proof of possession of the bronze swimming badge must be presented. If the bronze certificate cannot be presented at the entry, access can be granted after a short test swim under the supervision of one of the Lifeguards. The declaration of consent must confirm that the child can swim safely and is able to cope with the risks in the Carpesol Spa thermal baths (current channel, water depth). The Carpesol Spa thermal bathing supervisors have no responsibility to supervise the child. Furthermore, these supervision obligations and rules apply not only to minors but also to adults if they require special supervision. In case of doubt, the Carpesol Spa thermal bath asks for prior consultation.

Diseases:

People with contagious diseases are prohibited from visiting the carpesol Spa thermal bath. If in doubt, please contact carpesol Spa Therme for prior consultation.

Lost property:

The storage period for lost property found in our facilities is four weeks. Lost and found items can be picked up Monday to Friday from 10 a.m. until 6 p.m. If the items are not collected within the specified period, the lost items will be donated to a good cause after ownership has been transferred. Perishable items are generally not stored. Items left behind become the property of carpesol Spa Thermal Bath if they are not picked up by the owner within 4 weeks after the carpesol Spa Thermal Bath has sent a request to do so. Naturally, the request does not apply if the name and address of the owner of the item left behind are not known. The carpesol Spa Thermal Bath is only liable for lost or left-behind items in the event of intent or gross negligence. The regulations § 965 to 967 and 969 to 977 BGB do not apply according to §978 BGB.

Theft:

You can use the video-monitored safes during your stay. You lock the valuables into the safe with your transponder bracelet. The carpesol Spa Thermal Bath is generally not liable in the event of theft. This also applies to forceful openings of the safes and lockers you use. Please always wear your transponder bracelet on your wrist and avoid leaving the transponder bracelet unattended (e.g. in your bag or bathrobe).

Monetary promotional vouchers:

These vouchers can only be used when purchased or simultaneously with non-discounted tickets. Single tariffs for adults and children contain 2 hours of usage time of the swimming pools. These promotional vouchers cannot be used along with discounted tariffs and time-limited offers (disabled people, students, families), promotional prices, or the purchase of vouchers and prepaid cards. A payout of vouchers is generally not possible.

House rules:

The house rules are exercised by carpesol's staff or other representatives. Instructions from staff or other representatives must be followed. Users who violate the house and bathing rules can be expelled from the facilities. If you are expelled from the carpesol Spa Thermal Bath, the entry fee will not be refunded. The user of the pool expressly reserves the right to prove that in this case the pool operator is entitled to no remuneration or a significantly lower remuneration than the full entry fee. In addition, a house ban can be imposed by the company/operations management or their representatives.