

TERME MERANO RULES & REGULATIONS

I. General Information

- 1) These Rules & Regulations are binding for all guests and visitors at Terme Merano. By entering Terme Merano, all guests and visitors acknowledge these, and all other instructions issued by Terme Merano for the purpose of maintaining safe and orderly operations.
- 2) The facilities at the thermal baths must be handled with due care and diligence. In the event of misuse, culpable fouling or damage, the guest in question shall be liable for the damages caused. Paper, food waste and other refuse must be thrown into the waste baskets, with cigarette ends being disposed of in the ashtrays. Any fouling or damage must be reported to the staff at Terme Merano immediately.
- 3) The toilets at the thermal baths are intended only for Terme Merano guests. Smoking is prohibited throughout the entire thermal baths building and is permitted only in the park, in the area of the sunbathing lawns and the outdoor catering area. This ban also applies to e-cigarettes.
- 4) The use of mobile phones and cameras, watches, electronic eyewear and other electronic devices with which pictures can be taken is prohibited throughout the entire thermal baths. It is forbidden to take photographs of any persons without their permission (especially in the area of the changing rooms or the sanitary facilities with the use of a camera phone, a spy cam or a similar device). Any persons failing to observe these conditions will be barred from the premises.
- 5) At Terme Merano, the practice of photography or filming for commercial purposes and the sale or offering of goods are permitted only with the operator's consent.
- 6) At Terme Merano, the use of glass containers is not permitted outside of the catering area.
- 7) It is not permitted to bring and consume alcoholic beverages throughout the entire structure of Terme Merano. The consumption of food is not permitted in the entire indoor area of the structure, except for fruit, which does not cause dirt. It is not permitted to carry sharp objects.
- 8) Electronic devices that are brought in may only be used with headphones.
- 9) The behaviour of all guests on the premises must not disturb or inconvenience any other guests. Guests must behave according to good manners in the whole area of Terme Merano, in order to respect and protect other guests. Any guests who are under the influence of alcohol may be refused entry to Terme Merano for their own safety and the safety of others.
- 10) Games of any kind (ball games, playing catch, etc.) that threaten to disrupt the safety and peace of other guests and visitors are prohibited. It should be borne in mind that Terme Merano is a place of calm and relaxation.
- 11) It is not permitted to breastfeed children in the swimming pool.
- 12) Guests must not enter the steam baths wearing bathing shoes.
- 13) Guests are obligated to change in the changing rooms. Clothing and personal items must be stored in the lockers.
- 14) It is not permitted to bring animals to Terme Merano.
- 15) Any lost property must be handed over to the staff at the thermal baths. Lost property is handled in accordance with the statutory provisions.
- 16) Accidents must be reported to the staff at Terme Merano immediately. If there is a delay in the reporting of accidents, this will preclude any claims for damages.
- 17) The trading or selling of goods inside Terme Merano is prohibited (e.g., flea markets) unless previously authorized.
- 18) No compensation is provided if the pools cannot be used due to malfunction or extreme weather conditions (such as thunderstorms).
- 19) The staff ensure compliance with these Rules & Regulations. Any instructions issued by the staff at Terme Merano must be complied with in full. Visitors who contravene the Rules & Regulations and fail to heed requests to maintain quiet and order may be ejected from Terme Merano immediately. They can also be barred from the premises for a specific amount of time or for an extended period. Any individuals ejected from the thermal baths will not receive a refund of their entry fee. In addition, Terme Merano is excluded from any liability in the event of non-compliance with the Rules & Regulations.
- 20) The staff at Terme Merano are on hand to receive all requests and complaints, providing immediate solutions where possible. Requests, complaints, and compliments can also be submitted through the information pillars located in all departments at Terme Merano.
- 21) Guests and visitors have to respect all regulations currently in force in the Autonomous Province of Bolzano/Bozen regarding to Covid-19.

II. General rules in compliance with the measures designed to control Covid-19

- 22) For safety, people must always maintain 1 m from one another, both indoors and outdoors. This rule does not apply to those living in the same household. The use of a face covering is compulsory if the above-mentioned distance cannot be maintained.
- 23) In compliance with applicable national regulations, wearing a face covering is obligatory in rooms and spaces open to the public and in public areas where, due to their very nature, spontaneous and/or occasional gatherings of people may occur more easily.
- 24) To enter the facility, you must provide your registration details, which are kept for a period of 30 days and then destroyed.
- 25) All guests and visitors must have their body temperature taken. If this temperature exceeds 37.5 °C, access to the facility shall be denied.
- 26) All guests and visitors are obligated to sanitize their hands before and after using the toilet. Hand sanitizer is available at the entrances, pay points, toilets and areas where seating is available.
- 27) Disinfection sprays are provided for guests in all showers, both inside and outside the facility. This also applies to all areas where surfaces can be disinfected.

III. Opening times and access

- 29) The opening times and entry fees are listed on the corresponding notice.
- 30) Guests must leave the pools at least 20 minutes before closing time.
- 31) The operator may temporarily change and limit the opening times in the case of special occasions, bad weather (park) and overcrowding.
- 32) The start and end of the use of the spa park are governed by the weather conditions.
- 33) All guests must be in possession of a valid entry pass for the service they wish to use.
- 34) The entry chip is non-transferable and may be used in accordance with the specified scope of validity. Used entry passes may not be returned. No fees or charges will be refunded. Guests are required to wear the chip in a clearly visible position on their wrist.
- 35) The entry chip permits the guest in question to enter and exit Terme Merano on one occasion.
- 36) The entry chip must be handed back in when leaving the premises.
- 37) Loss of or damage to the entry chip will incur a fee of €10.00. The guest will also be liable for the credit limit of €50.00. If the chip can be blocked in time (with the help of a receipt), the guest is only required to pay the actual amount stored on the chip.
- 38) Children aged up to 14 may only use the facilities if accompanied by an adult.
- 39) The use of the water and sauna area at Terme Merano is closed to persons suffering from infectious diseases, rashes or open wounds, persons suffering from unstable or acute-stage epilepsy who have received insufficient medical treatment, persons with mental illnesses (in the context of their own safety, the safety of others and attending the premises unaccompanied), persons under the influence of alcohol or other intoxicating substances, persons whose behaviour is deemed likely to pose a disturbance to order and safety, and persons who have been barred from the premises.

IV. Liability

- 40) Bathers use the thermal baths at their own risk. However, the operator commits to maintaining the baths in a safe condition for guests.
- 41) Guests are responsible for their personal items. Terme Merano is not liable for the destruction, damage, theft or loss of personal items, even if these are stored in the lockers provided for this purpose.
- 42) Likewise, Terme Merano is not liable for the theft or loss of valuables or cash. Guests are instructed not to bring any valuables with them to Terme Merano

V. Use of the thermal baths area and the park

- 43) If a 2- or 3-hour ticket was purchased for the swimming pool or sauna area and the respective length of stay is exceeded, the guest has to pay the additional amount at the exit.
- 44) The use of a face covering is mandatory if 1-meter social distancing cannot be maintained. This requirement does not apply to persons living in the same household. It is not necessary to wear a face covering while in the water, but the minimum distance stated here must be maintained.
- 45) Guests are required to show their ticket on request and may be asked to do so by the supervisory staff at the pool.
- 46) The swimming equipment provided in the corresponding storage areas may be used with the prior approval of the staff on duty. The user or the person responsible for their supervision shall be liable for any damage caused.

- 47) Bathers are responsible for locking the lockers they use to store their personal items.
- 48) The lockers in the changing rooms must be left in a clean and unlocked state after use. Any lockers that remain locked at closing time will be opened.
- 49) Guests are only permitted to enter the bathing area and the swimming pools wearing conventional swimwear (swim shorts, bathing suit, bikini) and bathing shoes. No underpants or underwear may be worn under items of swimwear. For reasons of hygiene, it is not permitted to enter the swimming pools wearing wetsuits, diving suits, burkinis or other items of clothing. The staff at Terme Merano shall decide whether clothing meets the requirements.
- 50) Guests are not obligated to wear bathing caps.
- 51) Guests must not enter the swimming pools wearing bathing shoes.
- 52) Small children up to the age of 3 are obligated to wear impermeable nappy pants. Small children may not be naked in or out of the water.
- 53) For their own safety, children who are not sufficiently strong swimmers must wear water wings in all areas of the bathing hall. This also applies when the children in question are not in the pools.
- 54) The supervision of small children is the responsibility of parents and guardians. This represents a fundamental duty for these individuals.
- 55) It is forbidden to carry other persons on your shoulders, except for small children.
- 56) Bathers are obligated to shower prior to using the pools.
- 57) For their own safety and to reduce the risk of slipping, all guests must wear bathing shoes in the bathing hall. 58) It is forbidden to foul the water with urine, soap, cream or similar matter.
- 59) Swimwear must not be rinsed or wrung out in the swimming pools. The facilities provided for this purpose must be used.
- 60) It is forbidden to jump, dive or throw other persons into the pools.
- 61) It is not permitted to run along the edge of the pools or to play on the entry ladders and handrails. Food is not permitted at the edge of the pools.
- 62) The use of flippers, snorkels, balls and the similar equipment is only permitted in the pool for swimmers in the corresponding lanes – their use is prohibited in all other pools.
- 63) The use of small toys, which is permitted only in the non-swimmers' pool, may be restricted by the staff at Terme Merano in the event of high visitor numbers.
- 64) Benches, loungers and other seating may only be used together with a towel or a similar form of cover.
- 65) Guests are informed that thermal water and brine may cause changes to materials. As a result, no liability can be assumed for damage to spectacles, jewellery and other personal items.
- 66) It is not permitted to use soap or other materials for cleansing the body outside of the shower areas provided.
- 67) The sports swimming pool may only be used by experienced swimmers. Non-swimmers may only use the non-swimmers' pool. Non swimmers are not permitted to access the pool surrounds of the sports pool.
- 68) The use of pushchairs is not permitted in the bathing hall. These can be stored in the spaces provided for this purpose.
- 69) It is not permitted to bring in tents, awnings or sunshades and set these up in the park.
- 70) It is not permitted to take glasses, glass bottles or porcelain cups into the park.
- 71) For safety reasons, children under 8 years of age are not permitted to access to the Kneipp Garden (on the ground floor, near the rest area with a fireplace).
- 72) The new relaxation rooms on the first floor are for adult use only. Children under 14 years of age are not permitted to enter.
- 73) It is not permitted to move the wooden loungers in the bathing hall.
- 74) It is not permitted to enter the bathing hall wearing outdoor shoes.
- 75) It is not permitted to access the island in the counter-current pool.
- 76) The use of the children's pools – both indoor and outdoor – is reserved for children under the age of 10 years.

VI. Use of the sauna area

- 77) Guests are required to be naked when using the sauna. Adults and young persons aged 14 and up can access the sauna area. Young persons between the ages of 14 and 18 must be accompanied by an adult.
- 78) In the entire sauna area a minimum distance of 2 m must be maintained between individual persons. Wearing a face covering is mandatory if the above-mentioned minimum distance cannot be maintained.
- 79) Only bathing shoes may be worn throughout the entire sauna area. Bathing shoes must not be worn in the saunas themselves.

- 80) No T-shirts or similar articles of clothing may be worn in the bar zone of the sauna; only towels and bathrobes are permitted.
- 81) All bathers must shower prior to the start of their visit to the sauna.
- 82) In the sauna, a sufficiently large towel must be used as a cover on the benches. It is not allowed to use a bathrobe instead of a towel.
- 83) Only cosmetic products (exfoliants, oils, creams) provided by Terme Merano may be taken into the saunas and steam baths. It is not permitted to bring other products into the saunas and steam baths. The use of exfoliating gloves or brushes is also prohibited.
- 84) Swimming and diving pools may only be used after taking a thorough shower in advance.
- 85) It is not permitted to make changes to the sauna equipment. Changes relating to the temperature, infusions, activation of ventilation equipment, fans and similar devices are made exclusively by the staff at the thermal baths.
- 86) Given the particular situation in the naked sauna area, it is essential that users behave in a correct manner. It is especially important to maintain a calm atmosphere.
- 87) All users must be familiar with the special nature of the sauna area (high temperature, humidity, etc.) and the effects of this on the body. Users suffering from health problems are recommended to consult a doctor before using the sauna area.
- 88) The use of mobile phones and cameras of any kind – as well as tablet computers, watches and spectacles featuring a camera – is also not permitted in the sauna.
- 89) When exchanging affection, certain boundaries should not be crossed. Please avoid situations that could be misinterpreted. Sexual acts are prohibited at Terme Merano. Violations will result in an immediate ban from the structure and a report to the authorities.
- 90) The changing rooms may not be used by more than one adult (not even by 2 people, except children).
- 91) The disabled cabins are reserved for the disabled and may not be used by other persons.
- 92) The family cabins are reserved for families and may not be used by other persons.

VII. Use of the MySpa area

- 93) A reservation made by a guest or by a representative is binding. The fee must be paid upon making the reservation. Guests are only able to withdraw or reschedule free of charge up to 24 hours prior to treatment. In such cases, the guest in question receives a new appointment and is not entitled to claim a refund. If guests do not adhere to the 24-hour deadline, they shall no longer be entitled to treatment.
- 94) The operator cannot guarantee the prospective effects of a treatment and assumes no liability for this whatsoever.
- 95) Terme Merano is likewise excluded from any liability in relation to the use of cosmetic/therapeutic products.
- 96) All clients must have their body temperature taken upon accessing the facility. If this temperature exceeds 37.5 °C, access shall be denied.
- 97) Clients are obliged to wear disposable gloves or to sanitize their hands before and after the treatment. Throughout the treatment, a face covering must also be worn if possible.

VIII. Use of the Fitness Center

- 98) At the entrance to the Fitness Center, guests are obligated to use the chip to demonstrate that they are entitled to enter.
- 99) All clients must have their body temperature taken upon accessing the facility. If this temperature exceeds 37.5 °C, access shall be denied.
- 100) For safety, people must always maintain 1 m from one another. This rule does not apply to those living in the same household and visitors must report to reception at the Fitness Center.
- 101) Persons under 18 years of age may only enter the Fitness Center after presenting a declaration of consent from a parent or guardian.
- 102) Guests are only permitted to train after receiving prior instruction from the staff at the thermal baths. Guests participating in training use the equipment at their own risk. They are also liable for material damage and personal injury resulting from improper use of the equipment. They are especially liable if they contravene the instruction of the staff at the thermal baths or if they fail to receive such instruction.
- 103) Guests are obligated to wear appropriate training apparel and clean indoor sports shoes.
- 104) In the gymnastics rooms, guests may only wear sports shoes with soles that do not leave any coloured marks on the parquet floor.
- 105) For reasons of hygiene, it is obligatory to use a towel as a cover on the equipment.
- 106) The equipment must be cleaned after use with the disinfectants provided.
- 107) Loose items of equipment such as dumbbells and barbell discs must be cleared away after use.
- 108) No liability whatsoever is assumed for valuables or jewellery that are brought in.
- 109) Garments must be stored in the bag provided by Terme Merano before being placed in the locker in the changing room. Locked lockers are opened at the end of business.
- 110) A face covering must be worn and 1-meter social distancing must be observed in the changing rooms (except in the showers).

111) The latest information, instructions and schedule changes can be viewed in the entrance area of the Fitness Center.

112) The gymnastics sessions are designed in accordance with a uniform structure. Participants must arrive on time, as this ensures a successful session and helps prevent injuries.

113) Mobile phones are considered a distraction at the Fitness Center and must be switched off during training in order to ensure a relaxed and stress-free workout.

IX. Catering

114) Food and drink purchased at Terme Merano may only be consumed in the areas designated for this purpose.

115) Clients must wear a face covering in the bistro, the self-service restaurant, the pavilion, the self-service restaurant in the park and in all areas where food is served. The face covering may only be removed once at the table and/or bar counter, and only for the time necessary to consume the refreshments.

116) Clients are obligated to sanitize their hands before and after reading newspapers and playing cards.

114) Validity and exceptions

117) The Rules & Regulations apply to the general operations of the thermal baths. In the context of special events, exceptions to these Rules & Regulations may be permitted without the need for a particular repeal of the Rules & Regulations.

118) Terme Merano reserves the right to make changes to these Rules & Regulations at any time.