

House and pool rules

Please abide by these rules to enjoy a restful and relaxing time here. We depend on visitors' mutual consideration and respect for each other. Every guest using the Water Park & Spa accepts the regulations laid down in the house rules, as well as all other directives issued to maintain general safety. These are binding for all guests.

General

1. Our personnel have instructions to enforce strict compliance with the rules.
2. You use the Water Park & Spa entirely at your own risk.
3. Lost chip armbands will be charged at CHF 100.00 each. If the chip armband is found subsequently, this amount will be reimbursed.
4. You may only enter the pool in swimwear. For reasons of hygiene, underwear must not be worn underneath swimming trunks. For reasons of hygiene and safety, we recommend flip-flops be worn in all wet areas. Showering is mandatory for all users of the pool area.
5. Paid admission is valid exclusively for one-off use on the day of purchase. No refunds can be made.
6. An annual season ticket is personal and non-transferable. Misuse will result in an immediate ban from the premises.
7. We cannot accept any liability for the loss of valuables or items of clothing. We strongly recommend storing valuables in the security lockers provided.
8. With the chip armband, clothes can be locked away in the lockers provided.
9. Lost property (with the exception of valuables) will be kept for a maximum of 2 weeks and then donated to a non-profit making organisation.
10. We cannot accept any liability for damage to or loss of spectacles, watches, jewellery, etc. This applies in particular to use of the saltwater pool, the river-fed pool and the water slide, as well as the Roman/Irish bath.
11. Guests with heart and circulatory disorders, pregnant women and those on a strict diet are recommended to seek information from their doctor about suitable time periods to spend in the pool. People with open wounds or infectious diseases must remain out of the pool.
12. We recommend bathing in the saltwater pool for a maximum of 20 minutes without a break.
13. Showering after using the steam bath in the pool area is mandatory.
14. Children up to the age of 12 years must be accompanied by an adult in the water park. Babies and small children that are not clean and dry must wear a nappy.
15. Non-swimmers may only spend time in the pool if accompanied. Out of consideration for other guests and to prevent accidents, it is forbidden to jump into pools, dive into the water or indulge in

water sports. An exception here is the river-fed pool according to the particular programme displayed.

16. In the event of a thunderstorm, please leave all outdoor areas of water immediately. Always follow the instructions of the pool attendants to the letter.
 17. For the safety of all guests, there is a ban on bringing glass bottles into the complex.
 18. Photography, sound recording and mobile telephones are not allowed in all areas.
 19. After use of the reclining areas in the solarium, disinfect with an appropriate cleaning agent.
 20. Beauty treatments are banned in the pool and sauna areas: shaving, manicures, pedicures, hair colouring and hair masks, as well as massage brushes and gloves are not allowed.
 21. There is a complete ban on smoking in the entire complex. The exceptions here are the "smokers' corners" provided for this purpose.
 22. If a guest is at risk due to the influences of alcohol or represents a danger or threat to other guests, that guest will be ejected from the premises.
 23. Food and drinks are only allowed in the Bistro/Sauna Bar. For reasons of hygiene, picnicking is not allowed in the entire complex.
 24. Out of respect for all other guests, sun beds cannot be reserved.
 25. Quiet rooms are places of relaxation. Avoid all forms of disturbance.
- ### Sauna area and Roman/Irish bath
26. The sauna area and Roman/Irish bath are areas where people are naked and barefoot.
 27. Children up to 12 years of age may only frequent the sauna area if under the supervision of adults. Children up to 16 years of age are not allowed in the Roman/Irish bath.
 28. The Roman/Irish bath involves a guided circuit. For this reason, in the event of a delay, it can happen that the circuit can no longer be completed.
 29. Every guest is obliged, before and after use of the sauna cabins and pools, to wash their body thoroughly.
 30. The use of the sauna cabins is only permitted with a bath towel (sauna towel) of adequate dimensions. Please avoid contamination of benches with perspiration.
 31. Exclusively our members of staff are allowed to pour water onto the hot stones in the sauna. The exception is the sauna lava glow.
 32. The saunas and steam baths are also quiet rooms and are used for our guests to relax.

33. All kinds of sexual activity are forbidden. Non-compliance will result in a ban from the premises.
34. You must not stay in the Roman/Irish bath for longer than a maximum of 2 hours.
35. Bookings for the Roman/Irish bath can be cancelled free-of-charge as long as 24 hours' notice is given. Otherwise, there will be a charge for the cancellation.

Fitness

36. Entry into the training rooms is only allowed in appropriate sports clothing and separate, clean trainers.
37. For reasons of hygiene, a towel must always be used/placed under your body in the training area.
38. For reasons of hygiene, the endurance equipment must be cleaned after use.
39. Moveable pieces of equipment (e.g. barbells, weights, etc.) must be returned to their correct storage location after use.
40. Barbells are arranged according to size and must be returned to the correct place.
41. In training breaks, training equipment is to be handed over to other people training to guarantee smooth running.
42. Damage to property will be charged to the person who caused it.
43. Drinks may only be taken into the training area in drinks bottles with secure tops. Eating in this area is forbidden.
44. For reasons of safety, you may only take part in group fitness classes if you turn up on time.

The staff of the Water Park & Spa are authorised to request guests that in any way behave improperly or infringe the house and pool rules to leave the complex immediately and, if necessary, to impose a ban from the premises. Season or single admission tickets will be retracted and not compensated. The behaviour rules relating to individual parts of the complex must be observed separately.

For the security of our guests, we employ video surveillance throughout the complex.

Bernaqua – Water Park & Spa

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