

Bathing Regulations for Public Lidos

1. Duties of the Bathing Facility

1.1. Use of Facilities at Own Risk

- (1) The bathing facility allows guests to use the amenities and the equipment the bath at their own risk, in accordance with these regulations.
- (2) The facility and its staff cannot guarantee the prevention of all swimming accidents. In particular, guests assume the risks associated with any sports they engage in on the premises.
- (3) The same applies to injuries or other violations of personal rights caused by other guests or third parties not affiliated with the staff.
- (4) The facility is only responsible for the obligations listed below.

1.2. Opening Hours and Admission

- (1) The facility is open to visitors during posted hours or those announced by staff. Children under 12 may only enter if accompanied by a suitable guardian (aged 16 or older).
- (2) The facility reserves the right to deny access to individuals deemed unsuitable for bathing without stating reasons.
- (3) If maximum capacity is exceeded, staff may deny further entry. Visitors must expect waiting times in such cases.
- (4) The consumption of alcoholic beverages by persons under 18 is prohibited. Bringing alcohol, glass containers, or glass items is strictly forbidden. Staff and appointed security personnel may inspect bags to enforce this. Visitors under the influence of substances (e.g., alcohol, drugs, or certain medications) who pose a risk to themselves or others may be asked to leave the facility.
- (5) The facility may close certain areas during events or for safety reasons. No refunds will be given for entry fees or usage charges in such cases.
- (6) The end of bathing time will be announced via loudspeaker. Guests must leave the area within 30 minutes afterward.

1.3. Condition and Operation of Facilities

- (1) The facility ensures installations are constructed, operated, and maintained according to regulations, including hygiene and safety standards.
- (2) If any system becomes defective or unsafe, its use will be restricted or prohibited.
- (3) Guests must follow all staff instructions.

1.4. Monitoring of Regulations

Staff will, within reason, monitor compliance with the bathing regulations. Violators will be warned and may be expelled.

1.5. Accident Assistance

In case of an accident, staff will initiate reasonable and immediate aid measures.

1.6. Prevention of Reported Dangers

If a credible danger to health or life is reported, the facility will take reasonable steps to avert it.

1.7. Liability

- (1) The facility is liable only for damages caused unlawfully and culpably by itself or its staff.
- (2) No liability exists for damages resulting from ignoring regulations, staff instructions, or due to unavoidable events or third-party actions. Shared fault results in shared liability. This also applies to usage instructions posted at specific equipment (e.g., slide, diving tower).
- (3) Parking on premises (owned by the City of Klagenfurt) is at your own risk. The facility does not monitor or maintain parking areas for damage prevention.

2. Duties of Guests

2.1. Admission, Keys, Cards, Fees, Lockers, SUP Racks

- (1) Entry is allowed only with a valid ticket as per the price list (part of these regulations).
- (2) Tickets must be kept for the visit duration. Lost tickets are not replaced; guests must leave or buy a new one.
- (3) Digital season passes on smartphones require an internet connection. Malfunctions (e.g., no signal, empty battery, device issues) are the guest's responsibility. If a pass cannot be shown, the guest is considered without a valid ticket. No technical support is provided.
- (4) Orders and payments through the STW webshop are subject to its terms.
- (5) A deposit may be charged for keys.
- (6) Guests without a valid ticket or using incorrect discounts (e.g., child/youth instead of adult) may be charged € 100.00 in damages and are asked to leave/removed from the facility.
- (7) Staff may check identity or birth date of guests.
- (8) Day lockers are for same-day use only. Items left behind will be stored at reception; damage or manipulation incurs a € 25.00 fee.
- (9) SUP boards must be securely locked. No liability is assumed for boards or accessories (fin, paddle, etc.). Unauthorised items (e.g., kayaks, chairs, umbrellas) will be removed, with a € 25.00 storage fee.

2.2. Supervision of Children, Minors, Non-Swimmers, and Persons with Disabilities

- (1) The facility and staff do not supervise children, minors, or impaired persons. Guardians are responsible.
- (2) If such persons are left unsupervised or their guardian leaves early, the supervision duty remains with the guardian.
- (3) Youth protection laws (e.g., bans on alcohol and smoking) must be followed by minors and their guardians.
- (4) There is no permanent supervision by facility staff.

2.3. Supervision of Groups

- (1) For groups, the designated supervisors (e.g., teachers, group leaders) are responsible for enforcing the rules and must be present throughout.
- (2) Supervisors must cooperate with facility staff to avoid disrupting others.

2.4. Compliance with Staff Instructions

- (1) Guests must obey staff instructions, even if they feel these are unjustified.
- (2) Violators may be expelled without refund.
- (3) A future ban may also be issued in special cases.

2.5. Hygiene Rules

- (1) Guests must maintain cleanliness throughout the premises.
- (2) Guests with contagious diseases are not allowed.
- (3) Showers must be turned off after use.
- (4) Soap, shampoo, and washing clothes in outdoor showers or sunbathing areas is forbidden.
- (5) Trash must be disposed of properly.

2.6. Avoiding Danger and Nuisance

- (1) Guests must avoid noise and behavior that disturbs or endangers others.
- (2) Boundaries of the area may not be climbed.
- (3) Facilities may only be used for their intended purpose (e.g., children's play areas, slides).
- (4) Glass containers are not allowed on lawns, beaches, or piers.

2.7. Diving Area

- (1) Diving is only allowed in designated areas.
- (2) Diving may be restricted during busy periods.
- (3) Divers must ensure others are not endangered.
- (4) The diving area must be kept clear during dives.

2.8. Lost Property and Vehicle Parking

- (1) Valuables should be stored in lockers. No liability is assumed for others.
- (2) Lost items must be handed in at reception.
- (3) Vehicles must not block access routes (emergency access, etc.).

2.9. Reporting and Aid Obligations

- (1) Accidents, theft, or complaints must be reported to staff immediately.
- (2) Guests must assist in first aid if needed.

2.10. Pets

Pets are not allowed anywhere in the facility, except for certified assistance dogs in the designated area (near water rescue station). They must be supervised and kept clean.

2.11. Commercial Activity / Advertising

All commercial or promotional activities require owner permission.

2.12. Fire Safety

- (1) Smoking, open flames, and portable stoves are prohibited near buildings.
- (2) Storing or bringing dangerous goods (e.g., gas canisters, fuel) is forbidden.
- (3) E-scooters are not permitted on premises.
- (4) Smoking is banned on all piers and the sandy beach.
- (5) All smoking bans must be strictly followed.

Stadtwerke Klagenfurt AG, January 1, 2025

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