

The swimming pool and sauna owned and operated by Technische Werke Eberswalde GmbH (referred to in the following as “TWE” or the “Operator”) are intended as a place of recovery and relaxation for all visitors. The goal of all employees is to ensure that visitors enjoy a pleasant time while using our facilities. In the interests of all our swimming pool and sauna guests, we are confident that friends of our facility will be happy to comply with the following guidelines, which are designed to ensure safety, order and cleanliness throughout the swimming pool and sauna, including the entrance area and the outdoor areas.

§ 1 General

1. These House, Pool and Sauna Rules and all other regulations that apply are binding for all guests. The conclusion of a contract at the ticket office and the inclusion of the parties in this contract are covered by statutory regulations. With the purchase of an admission ticket, every guest acknowledges these rules & regulations along with all other regulations issued to ensure safe and orderly operation. Every guest must pay special attention to the increased risk of accidents in swimming pools caused e.g. by wet and/or soapy floors. This is why special care must always be taken.
2. Guests must always take good care of the pool and sauna facilities. If guests abuse the facilities, use them for inappropriate purposes or damage them, then they will be liable for the full losses incurred. Guests can be charged a cleaning fee if they are culpable of soiling the facilities; the amount of such a cleaning fee will be determined in individual cases based on the actual costs incurred for cleaning.
3. Pool and sauna guests must refrain from all activities that would be contrary to the principles of public decency or would be counter to safety, peace and order. Political actions, events, demonstrations, distribution of printed materials, posting of placards or notices, collection of signatures for petitions, and use of the swimming pool for commercial or other purposes that do not constitute typical uses for a swimming pool are only permitted with prior consent from TWE. Political and, in particular, right-wing extremist symbols that are unconstitutional or otherwise prohibited by law must not be put on public display (e.g. tattoos, towels, flags).
4. Photography and filming are prohibited. Exceptions are only possible in individual cases and require approval of the supervisory staff. Photography or filming for club events or commercial purposes as well as for media reporting require prior approval from the management.
5. Breakable containers made of e.g. glass or porcelain (including bottles) must not be used in changing rooms, toilets/showers or in the pool area, including in the sauna. Anyone who violates this rule will be evicted from the leisure pool in accordance with § 1 point 8.

Food and beverages purchased in the bar/café/restaurant must be consumed in the area provided.

Smoking and the use of e-cigarettes or vapes is only permitted in the swimming pool and sauna areas where this is expressly permitted with signs. Consumption of cannabis and illegal drugs is prohibited at all times in all areas of the pool (§§ 2 and 5 of the German Cannabis Law / CanG).

6. Shoes must be taken off after passing the turnstile at the entrance. Changing rooms, showers and the areas immediately around the pools are bare foot areas and must not be entered with outdoor shoes. You must not enter the pool area in outdoor clothing.
7. All guests are required to wash thoroughly with soap using the showers provided before entering the pool or sauna. Swimwear must be taken off when doing this.
8. Pool staff and other authorised representatives of the facility have the right to enforce the rules set out in these House, Pool and Sauna Rules. Instructions issued by pool staff and other authorised representatives of the facility must always be followed. Guests who violate these House, Pool and Sauna Rules can be temporarily or permanently banned from using the pool or sauna. A ban can also be issued by the facility or operations management or by their representatives. The admission fee is non-refundable in the event of expulsion from the leisure pool. In this case, the guest is expressly entitled to demonstrate that the Operator of the leisure pool is entitled to either no or significantly lower remuneration than the full entrance fee.

9. Pool and sauna guests are not permitted to use musical instruments or playback devices without headphones. The carrying of media devices that can be used to take image or video recordings is prohibited (cameras, tablets etc.). These must be stored in the changing room lockers or in the lockers for valuables.

The use of mobile phones is generally prohibited. Exceptions, e.g. for the purpose of club events, require prior approval from management.

10. Items of lost property that are found should be handed to pool staff and will be dealt with in accordance with the law.
11. Some areas are monitored with video cameras for safety reasons. These areas are clearly marked with signs. The requirements set out in the German Federal Data Protection Act (BDSG), in particular § 4 BDSG, are complied with. Saved data will be deleted immediately if it is no longer required or in cases where continued data storage would conflict with legitimate interests of the affected person(s).
12. Guests must refrain from all activities that would be contrary to the principles of public decency or would be counter to safety, peace and order. In particular, sexual harassment, for example through suggestive gestures, remarks or unwelcome physical approaches, is prohibited. Sexual harassment will always be reported to the police and will result in a permanent ban.
13. Wishes, suggestions and complaints can be taken to the supervisory staff and management of TWE.

§ 2

Prices, opening times and access

1. The prices, opening times and last entry times are published and can be viewed at the ticket office. The valid price list forms part of these House, Pool and Sauna Rules.
2. Last entry is one hour before the facility closes. The pool and sauna close 15 minutes before the facility closes. Guests must exit the water and/or the steam room at the stated closing times and the pool area and/or sauna area 15 minutes later. Guests who fail to leave the leisure pool on time at the close of business will be required to pay a fine, which is payable at the ticket office. Visitors will not be entitled to claim any compensation from the Operator if the full period of use booked cannot be utilised as a result. Usage of the facility can be temporarily blocked for visitors in the event of overfilling or because of technical faults. For children (under the age of 14) who are not accompanied by an adult the hours of swimming finish at 8 p.m. at the latest.
3. Children from the age of 10 years are permitted to access the pool without being accompanied by an adult. Children under the age of 14 are only permitted to access the sauna facilities when accompanied by an adult who is authorised to supervise them.
4. There may be occasions on which use of the pool/sauna or parts thereof is restricted because these areas are being used by e.g. schools or swimming clubs. This will not entitle visitors to a refund or reduced entrance fee. In the event that the use of individual offerings or individual parts of the facility is restricted or if the facility needs to be closed during normal opening hours, this will not entitle to a reduction or refund of the entrance fee.
5. In principle, anyone is eligible to visit the pool and sauna. However, in certain circumstances restrictions can be applied. Among other things, access is not permitted for persons
 - a) who are under the influence of intoxicating substances,
 - b) who have animals with them,
 - c) who are suffering from a notifiable contagious disease (a doctor's letter may be required if there is any doubt) or who have open wounds,
 - d) who wish to use the facility for commercial or other purposes that do not constitute typical uses for a swimming pool.

6. Anyone who is unable to walk safely unaided must be accompanied by a responsible adult whenever they wish to enter or spend time in the pool or sauna, and they must always notify the pool attendant in charge. The accompanying person must supervise the person they are looking after and is responsible for ensuring that they comply with the House, Pool and Sauna Rules.
7. Persons looking after groups are also requested to notify the pool attendant in charge when they are in the pool or sauna. Supervisors are responsible for supervising the persons they are looking after and for ensuring that they comply with the House, Pool and Sauna Rules.
8. Every guest must be in possession of a valid access authorisation ("Coin") for the corresponding services/area being used. The access authorisation cannot be shared or passed on after the area being used has been accessed.
9. Limits on using small (copper) coins: a maximum of five coins of each denomination will be accepted for payment of the entrance fee.
10. Once sold, admission tickets cannot be returned and any charges or fees paid cannot be refunded.
11. The access authorisation ("Coin") obtained at the ticket office or the till receipt issued during purchase of the access authorisation should be retained until you leave the pool. The access authorisation ("Coin") issued is used to operate the access barriers (turnstiles) and lockers as well as to pay for the services taken advantage of in the pool (e.g. bar/café/restaurant). The "Coin" should be returned when leaving the facility. The services booked with the "Coin" then need to be paid for.
12. In order to take advantage of reduced prices, relevant proof of entitlement must be presented (e.g. school ID, trainee/apprentice ID, student ID, social pass, proof of receipt of state pension, possibly in combination with official photo ID if the proof of entitlement does not include a photo). A German national identity card cannot be used to prove that the holder is in receipt of the state pension.
13. If a guest uses swimming pool/sauna facilities and offerings for which they have not paid the price set out in the price list, the additional price stated in the price list will be payable.

§ 3 Liability

1. The Operator generally accepts no liability for damages to guests of the swimming pool and sauna. This does not apply in cases where the liability arises from an infringement of a material contract obligation or where the liability arises from damages caused to the guest as a result of death, physical injury or harm to health, nor for damages suffered by the swimming pool/sauna guest as a result of intentional or grossly negligent breach of duty by the Operator or by its legal representatives or vicarious agents. Material contract obligations are defined as obligations that must be fulfilled in order for due performance of the contract to be made possible in the first place, and they are also obligations that guests can normally trust to be fulfilled. Material contract obligations of the Operator include in particular, but are not limited to, use of the facility provided it is not partially closed for compelling operational reasons, as well as participation in offered events that are included in the entrance fee. The limitation of liability set out in clause 2 also applies to vehicles parked in the parking spaces of the swimming pool.
2. Guests are expressly advised to not carry valuables with them. TWE accepts no duty of care or obligation to provide surveillance for valuables that are carried against this advice. The Operator will only bear liability for valuables, cash and clothing in accordance with the statutory provisions. This also applies to damage caused to such objects by third parties.
3. If cash or valuables are stored in a changing room locker and/or a valuables locker made available by the Operator, this does not give rise to any obligations whatsoever on the part of the Operator with regard to the objects stored. In particular, this does not form grounds for a duty to store or look after such objects. When using a changing room locker and/or valuables locker, it is the sole responsibility of the guest to make sure that the locker is properly locked and to then look after the key/data carrier carefully.

4. The guest must store admission tickets or access authorisations, keys to wardrobe lockers or valuables lockers, data carriers for the payment system, or loan items in such a way as to prevent their loss. In particular, the guest shall carry such items on their body, e.g. via a wrist strap, take them with them when moving around the pool and not leave them unattended. If these requirements are not satisfied and items are lost then this constitutes culpable behaviour on the part of the guest. In the event of a dispute, it is up to the guest to prove evidence of proper safekeeping or proper handling as required above.
5. In cases of culpable loss (see § 3 section 4) of the access authorisation, of keys to wardrobe lockers or valuables lockers, of data carriers for the payment system, or of loan items, a fixed amount will be charged that does not exceed the damages that might be expected in the normal course of events. The relevant amount is set out in § 4 section 1 of the valid House, Pool and Sauna Rules.
6. The guest is expressly entitled to demonstrate that no damages have been incurred at all or that the damages incurred are significantly lower than the fixed amount.
7. The Operator is neither willing nor obligated to take part in a dispute resolution process in front of a consumer arbitration body.
8. Parents are liable for their children within the context of their supervisory duties.

§ 4

Rules & regulations for the pool

1. Guests are responsible themselves for locking any wardrobe lockers/valuables lockers used. They must look after the key safely while using the pool/sauna. An amount of €50.00 is payable for lost keys. This amount will be returned to the guest if the key is found.
2. Lockers that are still locked after close of business will be opened by pool staff. The contents will be treated as lost property.
3. Guests must always wash their bodies thoroughly before using the swimming and sauna pools, as defined in § 1 point 7 (showering without swimwear). Shaving, nail trimming, hair dyeing and excessive application of creams/ointment or similar are not permitted.
4. Within the leisure pool, diving is only permitted on the side of the main pool for swimmers where signs permit diving; diving is always undertaken at the guest's own risk. When diving, always take care to ensure that
 - a) the water is clear in the diving area,
 - b) only one person uses the diving block at a time.

After diving in, always swim away from the diving area straight away. Jumping in from the side of the pool, pushing people in or throwing others into the pool is prohibited. If necessary, the supervisory staff at the pool are entitled to issue a general diving ban.

5. Running/racing on walkways around the pools, misuse of rescue equipment and the performance of gymnastics on holding bars or pool ladders is prohibited.
6. Use of the swimming and bathing pools requires special consideration for other pool guests. People who are swimming in the pool for swimmers should not be obstructed unnecessarily by other guests.
7. Non-swimmers are permitted to use the designated area of the pool. Even with swimming aids they are not normally permitted to be in the swimming areas. Non-swimmers are only allowed to enter the pool for swimmers by arrangement with the supervisory staff.
8. The use of sports and play equipment (e.g. flippers, snorkels, paddling equipment) and swimming aids is only permitted with approval of the supervisory staff. Swimming goggles can be worn at the wearer's own risk.

9. It is not permitted to reserve loungers or chairs. If necessary, staff will clear away any objects left on the loungers or chairs.
10. The water attractions on offer demand cautious behaviour and consideration for other pool guests. The flowing section of the pool ("lazy river") must only be used by strong swimmers. Children under the age of 9 are only permitted to use the flowing section if accompanied by suitable supervisory persons. Use of the starting blocks and water slides goes beyond the typical risks associated with using the pool; guests must adapt their behaviour accordingly. Approval from the pool staff is required before using these facilities.
11. The slide must only be used in accordance with the displayed signs. Slide users must always maintain the required safety distance and must always follow the traffic light system. Always exit the landing area immediately.
12. Visitors must always wear appropriate swimwear when they are in the wet areas. Here, the swimwear must always completely cover the primary sexual characteristics.

Appropriate swimwear includes:

Swimming trunks/shorts (ending above the knee, with no pockets/rivets/zips), swimsuit, bikini, burkini; swimming bottoms are permitted provided they are clearly swimwear and cover most of the bottom (thongs are not permitted).

It is not permitted to bathe or swim in underwear or everyday clothing.

For reasons of hygiene, small children must also wear swimwear or swim nappies.

§ 5

Special rules & regulations for the sauna

1. The sauna facility is designed to promote good health and is offered as a place of recovery for sauna guests.
2. Guests are only permitted to use the saunas if this is permitted by their general health; if you are in any doubt, always consult your doctor first. In cases of doubt, the Operator can deny access until a suitable medical certificate or doctor's letter is provided.
3. No clothing is worn in the sauna facility. Special regulations apply in certain areas (e.g. quiet rooms, bar/café/restaurant).
4. Every sauna guest must wash their body in accordance with § 1 point 7 every time before entering the sauna or before using the steam rooms. We recommend drying off the water from the shower before entering the steam room.
5. Use of the steam room is only permitted unclothed and with a pool towel large enough for the size of the guest's body. All soiling of benches with sweat must be avoided. For hygienic reasons, guests must sit on a towel or other form of bench covering in the steam room. After use, guests must use the available hose pipes to clean the seating area.
6. When using the steam room, sauna guests must be aware of the typically high temperatures. Special conditions apply traditionally in saunas and other steam rooms, such as higher room temperatures, dimmed lighting, tiered benches and a range of different heat sources. Guests must take appropriate care. Never touch the stoves or attempt to make adjustments to other facilities in the room. No objects are permitted to be placed on the technical equipment (e.g. radiators, lighting fixtures or sauna heating units, including their protective gratings and temperature sensors).
7. Bathing shoes should be worn for hygienic and safety reasons. These must not be worn in the sauna or hot air rooms. Only a towel for lying on or another form of bench covering for sitting on should be taken into the steam rooms.

8. In cases where there is no automatic system for pouring water on the oven, this must only be done by the sauna staff. No liability whatsoever can be accepted for damages due to incorrect behaviour.
9. It is strictly prohibited to take in spirits or essences with a strong smell, and in particular it is prohibited to pour such substances or burnable essential oils on the stove.
10. Out of mutual consideration for other guests, loud conversations, scratching/scraping, brushing or other similar activities are not permitted in steam rooms. It is not permitted to rub creams or skin peels into your skin using substances you have brought in yourself, such as salt, honey or similar.
11. Before using the plunge pool, you must always take a shower first to wash off the sweat from your body. Out of consideration for other sauna guests and in order to avoid accidents, jumping into the pool is not permitted.
12. Speaking out loud in the quiet room is not permitted. Sauna guests must not do anything that might disturb the other guests. Considerate and calm behaviour is expected at all times. Noise must be avoided in absolute quiet rooms.
13. Use of the resting loungers and chairs is only permitted with a dry towel that wraps around the whole body or with a bathrobe.
14. It is not permitted to reserve loungers or chairs. If necessary, staff will clear away any objects left on the loungers or chairs.
15. Windows and thermostats are to be operated only by staff of the sauna or pool.
16. Visitors to the bar/café/restaurant area in the swimming hall must wear a bathrobe or a dry towel that wraps around the whole body.
17. Supervisory staff are instructed to monitor compliance with the sauna regulations and to enforce the rules as required. Sauna guests should speak to staff if they have any complaints about behaviour in the sauna or violations of the rules and regulations.

§ 6

Special rules & regulations for the fitness room

1. All training equipment and accessories must be used appropriately for their proper purpose and must be treated with care.
2. Pool staff will instruct guests on use of the training equipment.
3. Young persons from the age of 16 are permitted to use the fitness room, but only after instruction by the supervisory staff at the pool.
4. When exercising with the equipment, guests must always wear appropriate, functional clothing. Outdoor clothing and swimwear are not permitted to be worn while exercising or generally while in the fitness room. Suitable sports shoes for indoor use must be worn. It is not permitted to wear sports shoes that are also worn outdoors.
5. For hygiene reasons, guests must always carry a towel while exercising and must use the towel to sit on equipment as required. Once you have finished using a piece of equipment, always clean it down and disinfect it.
6. For the remainder, the rulings set out in the House, Pool and Sauna Rules also apply here.

§ 7
Exceptions

The House, Pool and Sauna Rules apply to general use of the pool and sauna facilities. In the case of special events or when used by schools or clubs, exceptions to these House, Pool and Sauna Rules may be permitted without requiring special cancellation of the House, Pool and Sauna Rules.

§ 8
Effective date

These House, Pool and Sauna Rules come into force on 19 August 2024.

Steffen Ewald
Managing Director