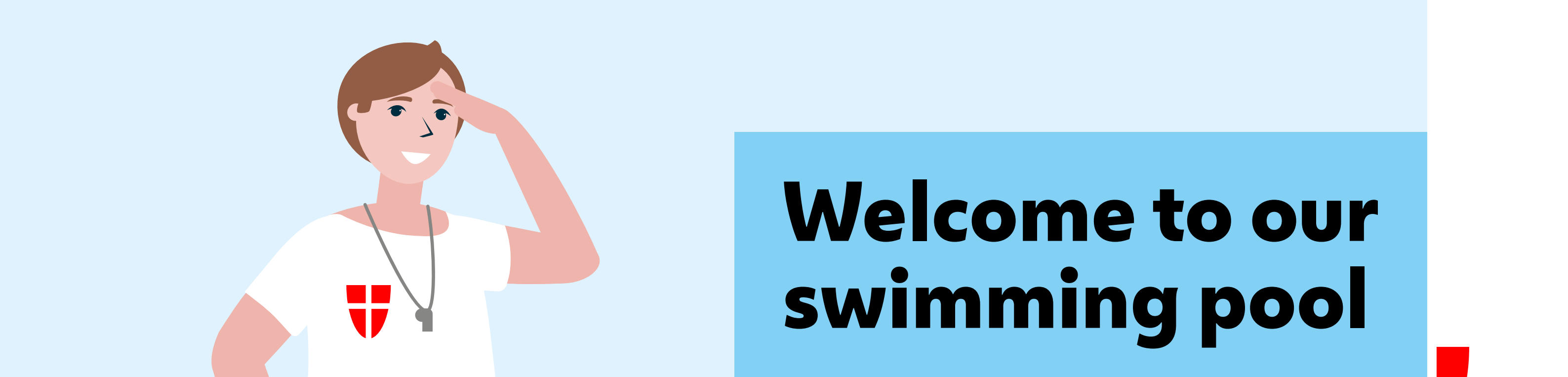
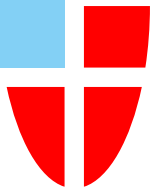




Welcome to our swimming pool



The following swimming pool rules provide a framework to maintain the safety, public order and cleanliness in our swimming facilities and ensure a safe and enjoyable swim for all our visitors. We value mutual respect, consideration and care. There is no room for any kind of harassment or discrimination. Should incidents occur, our team serves as a first point of contact for everyone and is instructed to take firm action in such cases.

- 1. GENERAL RULES**
 - By buying a ticket and/or entering the pool you agree to be bound by these swimming pool rules.
 - Swimming pool rules, prices and opening hours are displayed in the entrance areas of the swimming pools and on the website of the City of Vienna (wien.gv.at/freizeit/baden).
 - The use of the pool facilities or of individual areas (e. g. sports and play equipment, water slides, etc.) can be fully or partly restricted due to technical, safety, weather or administrative reasons. Swimming pool users are not entitled to a refund of the admission fee or part of the admission fee.
 - The City of Vienna's Municipal Swimming Pools Department reserves the right to deny pool users entry to the pool or require them to be accompanied by a responsible adult, where this seems necessary for reasons of safety or public order or for protecting these or other pool users.
 - Children under the age of 8 years must be accompanied by a responsible adult at all times when visiting the swimming pool.
 - When using single-sex facilities, female pool users should use the designated women's facilities, while male pool users should use the designated facilities for men. Children aged under 8 years who are accompanied by a responsible person can use either set of facilities. Single-sex facilities should be used in line with a person's legal sex as recorded in their official ID documents. Persons whose legal sex (as recorded in the Central Civil Status Register) is neither male nor female (indicated by an "X" in their official ID documents) can choose which set of facilities they want to use.
 - Animals are not permitted on the pool premises, except assistance dogs that are recorded in the dog owner's disability card.
 - Bicycles and similar vehicles are not permitted on the pool premises. Roller skates, scooters and similar items must be properly stored away before entering the swimming pool.
- 2. SUPERVISION**
 - The City of Vienna's Municipal Swimming Pools Department does not provide supervision to minors, non-swimmers or persons who need supervision due to disability or limitations.
 - These persons must be supervised properly by individuals who are usually responsible for their supervision (e.g. parents or guardians, family members or carers). They will be held responsible for the behaviour of the person under their supervision.
- 3. RESPONSIBILITY AND LIABILITY OF THE SWIMMING POOL OPERATOR**
 - The City of Vienna's Municipal Swimming Pools Department is responsible for ensuring the proper construction, operation and maintenance of the swimming pool facilities and for making sure that the operation of the swimming pool complies with the applicable hygiene and safety regulations.
 - Neither the swimming pool facilities nor their staff can prevent all dangers and/or accidents. Generally, users are responsible for the personal health-related risks arising from their visit. The same applies to violations and other invasions of users' privacy by other individuals.
 - The City of Vienna's Municipal Swimming Pools Department will only be liable for damage that was caused to users through unlawful, especially contract-breaching, and culpable behaviour on its part or on the part of its staff.
 - The City of Vienna's Municipal Swimming Pools Department will not be liable for damage caused by non-compliance with the swimming pool rules or any other regulations of use or by non-compliance with staff instructions or by any other fault of the damaged parties or by inevitable events and/or force majeure, especially including third-party interventions.
 - Generally, all users are obliged to provide reasonable first aid until the arrival of qualified medical personnel. In accidents, our staff will immediately provide reasonable first aid and/or will take necessary emergency measures.
 - We explicitly do not assume liability for lost or damaged belongings brought to the swimming pool by users.
- 4. COMPLIANCE WITH SWIMMING POOL RULES**
 - Our staff ensure that users comply with the swimming pool rules and enforce our house rules with the users. Swimming pool users must follow the requests and instructions of our staff at all times.
 - Swimming pool users who violate the swimming pool rules, especially when they put themselves or others in danger, harass other users or do not comply with staff instructions, can be required to leave the swimming pool without refund of the admission fee or can furthermore be permanently excluded from the swimming pool.
 - Our staff are the first point of contact for reporting incidents in the pool facilities, such as accidents, harassment, disputes, thefts, etc. We explicitly call on all swimming pool users to take care of each other and to ensure a safe and enjoyable swimming pool experience for everyone.
 - In the case of sexual harassment in particular, our staff are instructed to call the police immediately.
- 5. ACCESS TO THE SWIMMING POOL**
 - Entry and use of the swimming pool is only allowed with a valid admission ticket according to the price list of the City of Vienna's Municipal Swimming Pools Department.
 - Unlawful entry without a valid admission ticket requires the user to pay an appropriate compensation for incurred costs as well as a penalty fee, as defined in the price list. We reserve the right to report the case to the police.
 - Lost or unused tickets or cards will not be refunded.
 - Whenever requested by our staff and when leaving the swimming pool, users must present their admission ticket and/or turn in the admission wristband to our staff.
 - The City of Vienna's Municipal Swimming Pools Department reserves the right to charge a deposit for keys or admission wristbands issued to users.
 - Keys for lockers or changing room cubicles must be returned without request when leaving the swimming pool. If keys are lost or damaged, users must pay an amount of money, as defined in the price list.
 - Swimming pool users who have overstayed their allowed time period (from their registered entry to exiting the swimming pool facilities) are required to pay an additional fee, as defined in the price list of the City of Vienna's Municipal Swimming Pools Department.
- 6. RESPECTFUL USE OF THE SWIMMING POOL FACILITIES**
 - All swimming pool users should treat others with respect and consideration.
 - Smoking and vaporising tobacco or liquids is forbidden in closed spaces. The City of Vienna's Municipal Swimming Pools Department reserves the right to ban smoking also in designated outdoor areas. Smoking is forbidden in any case in outdoor areas which are designed to be mostly used by children, such as family pools, children's pools, children's playgrounds and water playgrounds. Sunbathing areas must be kept clear of cigarette butts.
 - It is explicitly forbidden to take photos or videos of people without their consent. It is generally forbidden to take photos or videos in changing areas and sanitary facilities as well as in nude-only areas.
 - If facilities or equipment are soiled or dirtied, a cleaning fee, as defined in the price list, will be charged to the person responsible or to the supervising adult.
 - Any damage to the pool furniture will be charged to the user responsible.
 - Long-term reservation of pool furniture (e.g. reserving loungers by putting towels on them) is not allowed.
 - Ball games and similar games are only allowed in the designated areas.
 - Found items can be handed in at the cash desk and/or the administration office.
- 7. SAFETY AT THE SWIMMING POOL**
 - Any instructions displayed on the premises, such as prohibition and information signs, must be followed.
 - Non-swimmers must remain in the designated non-swimmer areas of the pools. Non-swimmers who are
- actively supervised by a responsible adult and use swimming aids (armbands, swim vests, etc.) are also allowed in the swimmer areas.
 - Air mattresses, fins, diving masks, snorkels, etc. are not allowed into the pools.
 - Playing with inflatable balls or animals, etc. is allowed, depending on the number of users in the pool and after consultation with the pool staff.
 - All furniture and equipment (loungers, sports and play equipment, water slides, etc.) is available to pool users to be used according to its purpose at their own risk.
 - Jumping from the pool edge and running on the poolside is not permitted.
 - The use of the diving boards and platforms is only allowed after consultation with the staff. Divers must leave the diving area immediately upon surfacing. No swimming is permitted in the diving area while the diving boards/platforms are in use.
 - Special attention should be given to the safety instructions displayed at the slides. Slide users must use the proper sliding position and keep the required safety distance. After exiting the slide, users must leave the landing area immediately.
 - Bringing dangerous items and inflammable materials onto the swimming pool premises, using furniture and equipment improperly, and bringing electronical devices to/into pools, saunas, steam baths and infrared cabins is prohibited.
 - In the event of an approaching storm, swimming pool users must leave the outdoor pools and natural swimming areas in good time for safety reasons. Users must follow the instructions of the staff.
 - The use of glass containers or other breakable objects is prohibited on the whole swimming pool premises, except in the designated food and drink areas.
- 8. HYGIENE AT THE SWIMMING POOL**
 - In indoor swimming pools, outdoor shoes are only allowed in the entrance and changing areas.
 - Users are allowed to enter the indoor pool facility as well as all wet areas (e.g. showers) and swimming pools only when wearing customary, clean and safe swimwear.
 - Persons (e.g. teachers, trainers, supervising persons, etc.) who do not use the swimming pools are allowed to enter the indoor pool facility wearing indoor sportswear and pool shoes or slides.
 - It is not allowed to enter the indoor pool facility, the sauna areas and the wet areas with pushchairs or buggies, or with mobility aids (e.g. wheelchairs, rollators, etc.) that are dirty from outdoor use. Pool wheelchairs, which are especially suited for wet areas, will be provided by the swimming pool operator.
 - For hygiene reasons, pool users are asked to shower before using the swimming pools, sauna rooms, steam baths or infrared cabins.
 - Soap and shampoo may only be used in the showers in the changing areas.
 - Shaving, pedicure, manicure, dying one's hair, etc. is not allowed anywhere on the premises.
 - In indoor pool facilities or sauna areas, food and drink is only allowed to be consumed in the designated food and drink areas. In outdoor pool facilities, food and drink can be consumed only outside the changing and sanitary areas and outside the immediate pool areas.
- 9. COMMERCIAL ACTIVITIES**
 - Any kind of commercial activity (e. g. swimming lessons, food and drink, health and beauty products, media, entertainment, etc.) as well as the installation of advertisements requires a prior agreement with the City of Vienna's Municipal Swimming Pools Department. This applies particularly to swimming lessons, even to those which are described as non-commercial, but in terms of their delivery, organisation or participant structure seem to qualify as a paid or long-term teaching activity going beyond the usual use of the swimming pool by users.
- ## Special rules
- SAUNA**
 - To enter the sauna area, users must be 14 years or older.
 - Please note that the sauna areas are nude only and are to be used without swimwear.
 - Mobile devices (e.g. mobile phones, tablets, e-readers, etc.) may only be used in silent mode and only in the resting area. Taking photos or videos is forbidden in the entire sauna area.
 - Sauna users are required to sit or lie on a towel when using the sauna facilities. In the sauna room users should avoid direct skin contact with the wood.
 - Stepping on the sauna benches with pool shoes or slides is forbidden.
 - For safety reasons, only sauna essences provided by the City of Vienna's Municipal Swimming Pools Department may be used for sauna infusions.
- RIVERSIDE LIDOS**
 - Users must remain within the swimming area designated by the demarcation buoys. Only rescue boats are allowed beyond the designated swimming area.
 - Feeding wild animals (swans, ducks, geese, etc.) is forbidden within the lido premises without exception.
 - Bringing boats, stand-up paddle boards and similar items is explicitly forbidden.
- FAMILY POOLS**
 - Family pools are reserved for use by children up to the age of 14 and their entry is free of charge.
 - Adults are allowed into the pool only as accompanying persons of children (maximum of 2 adults per child, admission charge as per price list).
- GÄNSEHÄUFEL NUDIST AREA**
 - The nudist area is a no-clothes area and must be used without swimwear.
 - Children up to the age of 14 are allowed to wear swimwear in the nudist area.
- SUNBATHING AREA**
 - To enter the sunbathing area, users must be 14 years or older.
 - The sunbathing area is a nude-only area and must be used without swimwear.
- SHOWER AND TUB BATHS**
 - Using a shower or bathtub together with other persons is not permitted, except for children up to the age of 8 years who are accompanied by a responsible adult.
- ## Zero tolerance of harassment
- The City of Vienna's Municipal Swimming Pools Department wants to provide an enjoyable experience for everyone. Therefore, boundary violations, including particularly sexual harassment, have no place at our facilities. Such violations especially include

 - unwanted touching,
 - sexual acts or hints,
 - lewd or sexualised comments,
 - intrusive looks or following around.
- Our **staff** are your first point of contact for complaints. They will listen, support you and take the necessary measures. We call on our users to take care of each other!
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- For more information on safety:
wien.gv.at/freizeit/baeder-sicherheit
- Stadt
Wien

Bäder