

§ 1 General

The Kurhaus is run by BKV-Bäder- und Kurverwaltung Baden-Württemberg, public law institution, Werderstraße 4, 76530 Baden-Baden, Germany (hereinafter: BKV). The Kurhaus is open continuously all year round.

The BKV provides the corresponding premises for spa-related use and for ensuring guests have a pleasant stay.

The House Rules apply to all visitors to the function rooms and other premises, the public amenities and spa garden and to the other facilities in the Kurhaus, the pump room and the Kurhaus car park. These House Rules are acknowledged and accepted on entering these premises. The acquisition of an entrance ticket to an event in the Kurhaus, the pump room and spa garden is also deemed as acknowledgement and acceptance of the General Terms and Conditions stipulated in these House Rules. Separate conditions apply to the use of the car park.

§ 2 Purpose of the House Rules

The House Rules are intended to serve public safety and order. Guests in our house should enjoy their stay in peace and quiet with relaxation and entertainment. This necessitates mutual consideration and respect.

§ 3 Entitled persons

At ticketed events, the affected premises and facilities may only be used by guests with a valid entrance ticket.

Children up to 14 years of age must be accompanied by a parent/legal guardian or supervised by another adult.

§ 4 Behaviour on the premises and on the outside areas

The lawns in the spa garden are strictly out of bounds.

No animals are allowed. Guide dogs are the only exception to this rule. Leashes are compulsory in the spa garden. Any soiling caused by the animal must be removed by the animal's owner straight away.

Smoking (including e-cigarettes - "vaping" and cannabis) is not permitted in the Kurhaus. Also smoking of cannabis is not permitted on the designated smoking areas on the roof terrace of Bel Etage and on Wintergarten. The Kurhaus is fitted with an automatic fire alarm system. Anyone causing a false alarm through smoke, dust or similar that results in deployment of the emergency services shall be billed with a lump sum amount of **€800.00** plus VAT. The person causing the false alarm is allowed to produce evidence that no damages were incurred at all or at far lower cost than the lump sum.

Making noise, singing and the operation of radios and other playback equipment is not allowed. The management's consent is required for taking photographs, for making video and audio recordings and for starting, landing and operating a drone. Copyright infringements will be prosecuted.

The use of bicycles, scooters, roller skates, inline skates and skateboards is prohibited in the Kurhaus, the pump room and the spa garden. Similarly, parking is prohibited in the spa garden. Bicycles must be left in the provided bicycle stands.

The management's consent is required for hanging up or presenting third-party literature and posters.

The furnishings in the premises may not be moved or shifted. Furniture is available in the spa garden, which must be used with all due care.

The costs of eliminating any damage to the building and its contents and any soiling will be charged to the persons causing the damage. Any thefts and damage to property will be reported immediately to the police.

No-one is allowed inside areas that have been cordoned off. Entrance tickets are to be purchased in advance or at the box office and kept available to show to the staff on request.

§ 5 Supervision

The BKV staff are responsible for upholding safety, peace and order and for ensuring compliance with the House Rules. Any instructions given by the custodial staff must be heeded unconditionally. Guests who do not heed the instructions given by the staff or whose behaviour jeopardises correct functioning, safety or order on the premises may be asked to leave. No-one showing apparent signs of drunkenness or drug use will be allowed on the premises.

The management is entitled to give an exclusion order to anyone failing to heed the House Rules.

Escape routes and emergency exits are indicated in the entrance area and in the foyers.

§ 6 Requests and complaints

Please approach the staff with requests, suggestions and complaints, or send an e-mail to info@kurhaus-badenbaden.de.

§ 7 Liability

In the event of any damage, the BKV is liable for its employees or authorised third parties only for gross negligence and wilful intent. The aforesaid exclusion of liability does not apply to damages resulting from injury to life, limb or health.

No liability is assumed for lost money, valuables and other items of personal property.

§ 8 Cloakroom

Visitors to events are expected to deposit their outside clothing (coats, cloaks, outside jackets and umbrellas etc.) at the cloakroom before entering the function rooms in the interests of safety and order on the premises. Please note the text printed on your cloakroom ticket when depositing your outside clothing. Explicit attention is drawn to the fact that absolutely no liability is assumed for valuables, jewellery, other items, cash and other means of payment, business papers, certificates of all kinds, transport tickets and keys left in the pockets of your outside clothing.

Deposited outside clothing must be collected again on the same day or at the end of the event or when the casino closes. Any complaints must be made immediately when the outside clothing is collected. No later complaints can be acknowledged. Any damages suffered as a result of the theft of your outside clothing must be reported immediately to the local police authority. The current value shall be replaced in the event of loss of your outside clothing.

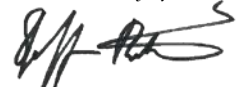
It is forbidden for visitors to go inside the cloakrooms and to hang up and collect outside clothing themselves.

If cloakroom tickets get lost, the outside clothing will only be returned on presentation of an identity card to note the personal details and after paying an administration charge of **€20.00**.

§ 9 Lockers

The BKV provides lockers for storing luggage at a fee. The storage period is limited to maximum 24 hours. The BKV is entitled to open the locker once the storage period has expired. If a locker key gets lost, the locker will only be opened by the staff on presentation of an identity card to note the personal details and after paying a flat-rate charge of **€90.00** to cover the necessary costs of replacing the lock for the locker. Evidence may be produced that no damages were incurred at all or at far lower cost than the lump sum. In the event of loss or removal of items from a locker, BKV's liability only extends to attributable fault which is limited to wilful intent and gross negligence.

Baden-Baden, 15 July 2024



Steffen Ratzel, Managing Director