

GENERAL TERMS AND CONDITIONS AND HOUSE RULES FOR THE KURHAUSCASINO, THE COVERED WALKWAY, THE PUMP ROOM AND THE SPA GARDEN

§ 1 General

The Kurhaus is run by BKV Bäder- und Kurverwaltung Baden-Württemberg.

The KurhausCasino is open continuously all year round. BKV Bäder- und Kurverwaltung Baden-Württemberg 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 KurhausCasino and in the covered walkway of the pump room. These House Rules are acknowledged and accepted on entering these premises. The acquisition of an entrance ticket to an event in the KurhausCasino, covered walkway of the pump room and spa garden is also deemed as acknowledgement and acceptance of the General Terms and Conditions stipulated in these House Rules.

§ 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.

Neat and appropriate clothing is required in the foyer and function rooms.

§ 4 Behaviour on the premises

Dogs and other animals are not allowed in the general public interest.

Making a noise, singing and the operation of radios and other playback equipment is not allowed.

The management's consent is required for taking photographs and for making video and audio recordings.

Cycling, roller skating, inline skating and skateboarding is prohibited in the pump room and in the KurhausCasino, as is parking in the spa garden.

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. Extensive furniture is available in the spa garden and must be used with all due care.

The costs of eliminating any damage to the building and its contents will be charged to the persons causing the damage.

Any thefts will be reported to the police immediately.

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 shown to the KurhausCasino staff on request.

§ 5 Supervision

The KurhausCasino 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 will be allowed on the premises.

The management is entitled to issue 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 contact the management directly with any requests, suggestions or complaints.

§ 7 Liability

In the event of physical injury and material damage, BKV Bäder- und Kurverwaltung Baden-Württemberg is liable for its employees or authorised third parties only for gross negligence and wilful intent.

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

Lockers are available for luggage.

§ 8 Cloakroom

Visitors to events are expected to deposit their outside clothing such as 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.

Deposited 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 clothing is returned. No later complaints can be acknowledged.

It is strictly forbidden for visitors to go inside the cloakrooms and collect clothing themselves.

If cloakroom tickets get lost, the clothing can only be returned on presentation of an identity card to note the personal details and after paying an administration charge of currently € 10.00.

§ 9 Lockers

BKV Bäder- und Kurverwaltung provides lockers for storing luggage at a fee. The storage period is limited to a maximum of 24 hours. BKV Bäder- und Kurverwaltung 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 KurhausCasino staff on presentation of an identity card to note the personal details and after paying a charge of currently € 5.00 to cover the necessary costs of replacing the lock for the locker. 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. Furthermore, evidence is required that the locker was opened with the intended duplicate key.

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