

# HOUSE RULES - MYWELLNESS

## General

The house rules are intended to ensure the safety, order, and cleanliness of the MyWellness facility. By entering MyWellness, every guest agrees to these rules and to all other instructions issued to ensure operational safety. All guests are expected to be considerate of one another and to comply with the house rules.

To ensure personal hygiene and cleanliness, guests are requested to wash before using the suite or prior to their stay. All facilities must be treated with care. Guests with any physical or health concerns are strongly advised to consult their doctor before visiting MyWellness. Any wishes, suggestions, or complaints can be directed to our service staff. The foyers and corridors (excluding the suites) are under video surveillance.

1. These house rules become binding upon entry. We reserve the right to refuse entry and are therefore entitled to remove guests from the premises.
2. Access to our premises is not permitted for persons who are under the influence of intoxicants, accompanied by animals, suffering from contagious diseases or having open wounds, or intending to use the spa for commercial or non-wellness purposes.
3. Persons who are unable to move safely due to physical or mental impairments, or who may endanger themselves, are only permitted to use the facility when accompanied by a suitable person.
4. All guests must be aware of the increased risk of accidents in wellness areas (e.g. wet and/or soapy floor surfaces). Guests are therefore advised to exercise extra caution. Non-slip bathing shoes are mandatory.
5. Our MyWellness suites are cleaned and inspected for vandalism after each guest. Damage resulting from willful destruction or theft will be charged to the responsible party using the booking details.
6. MyWellness is a place of peace and relaxation. Mobile phones must be set to silent, and phone calls should be avoided. Photographing or filming other guests is strictly prohibited.
7. Each MyWellness suite is equipped with an entertainment system. Bringing or using personal music playback devices, speakers, musical instruments, or producing loud music/noise is not permitted.
8. Devices that can be used for commercial or professional photography and/or filming are not permitted on the premises.
9. Children and young persons under the age of 18 may only enter MyWellness when accompanied by an adult. The accompanying adult is responsible for supervising the minors. Children under the age of 16 may only enter when accompanied by a parent or legal guardian. Persons aged 16 or 17 may only enter when accompanied by an adult and with written parental consent.
10. Accompanying Minors: Guests visiting MyWellness with a minor must carry both their own ID and the child's ID for data verification. If the guest and the child do not share the same address or last name, or if the child does not have an ID, an appropriate document proving legal guardianship must be provided.
11. We will contact guests regarding lost and found items that can be clearly attributed to a specific guest using the email address provided in the booking.
12. Guests must keep their belongings, especially valuables and money, secure in the suite and must not leave them unattended on the premises.
13. Bringing your own food or beverages onto the premises is not permitted.
14. Sexual acts and/or explicit representations are strictly prohibited throughout the entire facility.
15. Publishing or distributing sexual photo or video material via social media, online media, or any other channels is prohibited, especially if MyWellness premises are recognizable or a connection to MyWellness is otherwise established.
16. Outside the MyWellness suites, guests must wear a bathrobe or a covering towel.
17. Guests must bring a towel, a sauna towel, slippers and, if possible, a bathrobe. All items are available for rent at reception.
18. The use of bath oils, soaps, bubble baths, or similar products in our whirlpools is prohibited.
19. Bringing sauna infusions or essences, or pouring substances onto the sauna stove, is strictly prohibited. Violating this rule endangers your own safety and that of other guests, as such substances may ignite in the heater if handled improperly and cause sauna fires. Complimentary sauna infusions may be requested at reception (one per hour).
20. Saunas may only be used with a large towel. Any soiling of the benches (e.g., by sweat) must be avoided. Towels must be taken when leaving the sauna cabins. Do not dry clothes or towels in the sauna cabins.
21. Relax loungers, armchairs, and massage beds may only be used with a suitable cover (towel or bathrobe).
22. Fragile containers made of glass, ceramic or similar materials are not permitted.
23. Washing clothes, coloring or tinting hair, shaving, and cutting nails are not permitted.
24. Smoking is strictly prohibited on the premises.
25. Guests must follow staff instructions. MyWellness reserves the right to enforce these house rules. Violations may result in temporary or permanent exclusion.

26. Violation of Rule 14 will result in a contractual penalty of €250, unless the guest is not at fault. Further statutory claims for damages, to which any forfeited contractual penalty will be credited, remain reserved. The guest may provide proof that no damage has occurred.
27. Staff are entitled to enter suites after giving notice (e.g., by clear knocking, calling out, or announcement) and allowing a short waiting period to give guests the opportunity to cover themselves, in order to ensure compliance with house rules or prevent danger.
28. Use of the MyWellness facility is at the guest's own risk, without prejudice to the operator's duty to maintain the branch and its ancillary facilities in a safe condition. No supervision is provided or guaranteed.
29. Due to humidity, temperature, and water composition, clothing, towels, jewelry, watches, and other personal belongings may be damaged. Guests should avoid bringing sensitive items.

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Effective as of April 2025

