

## Pool Regulations – Mia Alpina

### Pool Regulations at Mia Alpina

#### 1. Duties of the Hotel

##### 1.1 Use of the Facilities / Guests' Responsibility

Access to the pool and wellness facilities is permitted exclusively for hotel guests. Guests use the facilities at their own risk and in accordance with these pool regulations.

Neither the hotel nor its staff can completely prevent swimming accidents. Guests are personally responsible for the risks associated with activities and sports carried out within the pool area. The use of bathing shoes is recommended.

The same applies to injuries or violations of privacy caused by other guests or third parties who are not members of the hotel staff.

The hotel only assumes the obligations listed below towards authorized guests.

##### 1.2 Opening Hours and Access

The hotel allows guests to use the facilities during the opening hours announced by notice or by the supervising staff.

The hotel reserves the right to deny access, without giving reasons, to persons whose admission appears inappropriate or unsafe.

In case of thunderstorms, the outdoor area of the facility will be closed.

##### 1.3 Condition and Operation of the Facilities

The hotel ensures that all facilities are properly constructed, operated, and maintained in accordance with applicable regulations. All hygiene and safety regulations are observed.

If the hotel becomes aware of any malfunction, defect, or damage that no longer guarantees safe operation, the affected facility will immediately be closed or its use restricted accordingly.

Guests are responsible for following the instructions of the authorized hotel staff.

##### 1.4 Compliance Monitoring / Video Surveillance

Within reasonable limits, the hotel monitors compliance with these regulations through its authorized staff. Inappropriate behavior may result in warnings and, if necessary, exclusion from future use of the facilities.

The facility is not permanently supervised.

Video surveillance is installed in the swimming pool area.

#### 1.5 Assistance in Case of Accidents

In the event of an accident, the hotel and its staff will provide assistance within reasonable limits and initiate emergency measures immediately.

#### 1.6 Assistance in Preventing Danger

If a guest reports a credible danger to the health or life of other guests, the hotel and its staff will make reasonable efforts to prevent such danger.

#### 1.7 No Supervision of Minors or Non-Swimmers

The hotel and its staff are neither able nor obliged to supervise minors, children, persons with physical or mental disabilities, or non-swimmers.

**THERE IS NO LIFEGUARD / POOL SUPERVISION  
SLIP HAZARD EXISTS**

#### 1.8 Liability

The hotel is only liable for damages caused to guests through unlawful, contractual, or negligent conduct by the hotel or its staff.

The hotel is not liable for damages resulting from:

- failure to comply with these regulations,
- violation of usage rules,
- failure to follow staff instructions,
- the guest's own negligence,
- unavoidable events or force majeure,
- actions of third parties.

Contributory negligence will result in a proportional reduction of liability.

The same applies to any special usage instructions for specific facilities (e.g. slides, saunas) as well as temporary restrictions or prohibitions.

## 2. Duties of Guests

### 2.1 Room Cards

The use of the swimming and wellness facilities is only permitted for hotel guests with a valid room card.

Room cards may also be used for lockers and safekeeping compartments in the entrance area.

### 2.2 Supervision of Children and Non-Swimmers

Parents are responsible for their children.

Children under the age of 9 may only enter the facility when accompanied by an authorized supervising adult.

Parents, guardians, caregivers, or other responsible persons must ensure proper supervision of children, minors, non-swimmers, and persons with disabilities.

Supervising persons remain responsible even if they do not enter the pool area or leave it early.

All applicable youth protection regulations, including alcohol and smoking bans, must be observed.

### 2.3 Instructions from Hotel Staff

Guests must comply fully with all instructions given by authorized hotel staff.

Anyone violating these regulations, disregarding usage restrictions (e.g. for slides or saunas), or refusing to follow staff instructions may be removed from the pool area without entitlement to a reduction of the accommodation price.

In special cases, temporary or permanent bans from future use may also be imposed.

### 2.4 Hygiene Regulations

Guests are required to maintain the highest standards of cleanliness throughout the facility.

- Outdoor shoes are not permitted in barefoot areas.
- Persons with contagious diseases may not use the facilities.
- Guests must shower before entering the pools.
- The use of soap, shampoo, detergents, or washing swimwear in the pools is prohibited.
- Waste must be disposed of in designated bins.
- Eating, drinking, smoking, or consuming similar products inside the pools is prohibited.

### 2.5 Food & Drinks / Bathrobe Zone

Bringing food into the indoor water world areas is not permitted.

For safety reasons, porcelain and glass objects may not be brought into the facility.

Drinks may only be carried in plastic cups or shatterproof containers.

The "alpina feuer" area is a bathrobe zone. In all other hotel areas, appropriate clothing is required.

### 2.6 Avoiding Disturbance and Danger

All guests are expected to be considerate of others, especially regarding noise levels.

The following are prohibited:

- disturbing or endangering other guests,
- photographing or filming people without their consent,
- using mobile phones or tablets without headphones.

Please move carefully. Despite anti-slip flooring, there is an increased risk of slipping in the pool area. The use of bathing shoes is recommended.

Climbing over barriers or railings is prohibited.

Slides may only be used:

- individually,
- in the designated sliding position,
- with sufficient distance between users.

All facilities and attractions must only be used for their intended purpose (e.g. children's pools, non-swimmer areas, water slides).

**DO NOT JUMP FROM THE POOL EDGE**

Reserving loungers with towels or personal belongings for longer than 60 minutes is not permitted.

#### 2.7 Reporting Obligations / Duty to Assist

Accidents, thefts, and complaints must be reported immediately to hotel staff or reception.

Every guest is obliged to provide necessary first aid or assistance in emergencies.

In emergencies, you can contact reception at:  
+43 5288 62030

Emergency numbers:

- 112 – European Emergency Number
- 144 – Ambulance / Medical Emergency Service