



Bad Gastein, January 2026

Dear guests!

The Felsenherme Bad Gastein spa offers relaxation in a unique rocky setting at 1,100 metres above sea level. The facility is designed to provide guests with a relaxing stay while taking into account safety, order and hygiene aspects.

By purchasing an admission ticket for the Felsenherme Bad Gastein, whose legal entity is Bad Gasteiner Gesundheits- und FelsenhermebetriebsgesmbH, you are entering into a bathing contract and thereby accepting the following bathing regulations as legally binding as part of the contract.

1. Obligations of the bathing establishment

1.1. Granting of use of the facilities, assumption of risk by guests

(1) The Felsenherme Bad Gastein allows guests to use the facilities at their own risk within the framework of these bathing regulations.

(2) Neither the operator of the bathing facility nor the staff are able to prevent bathing accidents in general. In particular, guests themselves bear any personal health risks associated with their visit to the baths. The same applies to injuries and other infringements of the bathing guest's personal sphere by other guests or other third parties not belonging to the staff of Felsenherme Bad Gastein.

(4) The bathing facility assumes only the following obligations towards guests.

(5) Felsentherme Bad Gastein is monitored by CCTV for security reasons. The footage is stored on a local server for 72 hours and may only be viewed by authorised personnel (police or management) if necessary.

1.2. Opening hours and access

(1) The bathing establishment is required to allow visitors to use the facility during the opening hours announced by notice or by the supervisory staff. The length of stay refers to the purchased tariff – if this is exceeded, a corresponding amount will be charged retrospectively.

(2) The end of the posted opening hours will be announced in good time by means of an announcement. All guests should have left the bathing facility by the time of closure. Bathing time therefore ends 15 minutes before closing time, at which point guests should proceed to the changing rooms.

(3) If the officially permitted number of visitors is exceeded, the swimming facility may, with the assistance of the responsible staff, refuse entry to further visitors. In such cases, visitors should expect waiting times.

(4) The bathing facility reserves the right to refuse admission to persons whose admission to the bathing facility appears questionable, without giving reasons. This applies in particular to persons under the influence of alcohol or intoxicating substances.

(5) Access is also prohibited in any case for persons with infectious diseases, skin rashes, open wounds or offensive diseases. In the case of other diseases that appear questionable, it is in your own interest to visit a doctor and clarify whether you can visit the thermal baths.

(6) For hygiene reasons, animals are strictly prohibited. Exceptions are police and rescue dogs, as well as guide dogs, assistance dogs and partner dogs, insofar as this is necessary for the performance of their duties.

1.3. Condition and operation of the facilities

(1) Felsentherme Bad Gastein guarantees that the facilities are constructed, operated and maintained in accordance with regulations. In particular, the bathing establishment must comply with all applicable hygiene and safety regulations. The bathing establishment has no further obligations.

(2) As soon as the bathing establishment becomes aware of a malfunction, defect or damage to a facility that no longer guarantees safe operation, Felsentherme Bad Gastein shall immediately prohibit the use of the malfunctioning facility or restrict its use in an appropriate manner.

(3) Bathing guests are responsible for complying with the instructions of the responsible staff.

1.4. Monitoring compliance with the bathing regulations

The Felsentherme Bad Gastein spa monitors compliance with the bathing regulations by guests and other persons on the premises of the bathing facility within reasonable limits with the help of its responsible staff. If improper behaviour is observed, the persons concerned will be warned and, if necessary, may be expelled from the premises without entitlement to a refund of the admission fee. In special cases, a permanent ban on visiting may be imposed. Under these circumstances, season tickets and multi-visit tickets may be terminated unilaterally by the legal entity.

1.5. Assistance in the event of accidents

(1) In the event of an accident, Felsentherme Bad Gastein will immediately initiate assistance measures with the help of its responsible staff within the scope of what is reasonable.

(2) A first aid kit is located at the pool attendant's desk in the adventure spa. In the event of an accident, every spa guest is required by law to provide first aid until qualified emergency personnel arrive.

(3) Accidents must always be reported to the pool attendant and recorded in an accident report.

1.6. Assistance in averting apparent dangers

If guests credibly inform the bathing establishment, in particular the responsible staff, of an imminent danger to the health and life of guests, the bathing establishment shall endeavour, with the help of its staff, to avert this danger immediately within reasonable limits.

1.7. Use of the bathing facility by people with disabilities

Persons with disabilities must assess for themselves whether and to what extent they are able to use the respective bathing facility. If persons with disabilities require assistance, the bathing facility staff may be asked for support, which must be provided promptly, as a matter of priority, prudently and in a service-oriented manner, after assessing the situation, the nature of the request and in accordance with capacity.

1.8. Supervision of minors and non-swimmers

(1) Those who are otherwise responsible for supervising minors and non-swimmers (e.g. legal guardians, relatives or appropriate supervisors or carers) must ensure that they are adequately supervised. When using the attraction facilities, increased supervision is required. The duty of supervision remains in force even if the person responsible for supervision does not enter the premises of the pool operator or leaves prematurely.

(2) The applicable youth protection regulations, in particular alcohol and smoking bans, as well as other obligations of those responsible for supervision or guardianship, etc., must be observed by young people and those responsible for their supervision or guardianship.

(3) Non-swimmers and children under the age of 10 may only enter the bathing facility when accompanied and supervised by an adult.

(4) The staff of the Felsentherme Bad Gastein are not in a position and therefore not obliged to supervise minors and non-swimmers.

(5) Children (up to 15.9 years of age) are not permitted to enter the sauna area, except in the case of a clearly designated extension of services (e.g. Family Saturday).

(6) Use of the fitness room and solarium is only permitted from the age of 18. With the consent of a parent or guardian, access to the fitness room may also be granted from the age of 16.

(7) For hygienic reasons, infants under the age of 3 must wear swim nappies. Wheel covers for prams are available at the spa ticket office so that you can take your own prams into the bathing area.

1.9. Supervision during group visits

(1) In the case of group visits, the responsible supervisor, or in the case of clubs and other organisations, the responsible official, must ensure compliance with the bathing regulations and bear full responsibility for this. The relevant supervisors must be present throughout the entire duration of the group visit.

(2) These supervisors must maintain proper communication with the supervisory staff of the bathing facility to ensure that the group visit does not disrupt normal bathing operations.

1.10. Liability of Felsentherme Bad Gastein

(1) Felsentherme Bad Gastein is only liable for damage caused to guests by it or its staff through unlawful, in particular breach of contract, and culpable behaviour. Felsentherme Bad Gastein accepts no liability for damage caused by items brought by guests.

(2) Felsentherme Bad Gastein is not liable for damage caused by failure to comply with the bathing regulations, any other rules of use or the instructions of staff, by other fault on the part of the injured party or by unavoidable events or force majeure, in particular also by the intervention of third parties. Contributory negligence shall result in a corresponding apportionment of damages. The same applies mutatis mutandis to any special rules of use posted on the respective equipment and facilities (e.g. for slides, diving boards, saunas, etc.) as well as to any prohibitions or restrictions on use within the meaning of Section 1.3. (2).

(3) The use of parking spaces is at your own risk. The bathing establishment is not obliged to guard parking spaces or to maintain its grounds and other facilities in order to protect vehicles from damage (e.g. from nails, broken glass or potholes on the grounds).

(4) In winter conditions, winter maintenance services on the outdoor areas of the Felsentherme Bad Gastein may be limited. Use of the outdoor facilities is strictly at your own risk. Instructions given by staff must be followed.

2. Obligations of guests

2.1. Admission tickets, keys, prepaid cards; fees

(1) Use of the bathing facilities is only permitted with a valid admission ticket in accordance with the price list. The price list is part of the bathing regulations. Admission tickets are generally non-refundable. The transfer of admission tickets is prohibited; in particular, multiple and season tickets are personal and non-transferable.

(2) The admission fee must be paid at the spa ticket office (according to the price list). The receipt must be kept and the billing method checked. Subsequent complaints about rates or change will not be accepted. Lost admission tickets will not be reissued. Visitors must leave the baths or purchase a new admission ticket.

(3) Season tickets (season tickets, annual tickets, seasonal tickets, etc.) allow multiple entries per day. All other rates are valid for one entry only.

(4) A deposit is required for multiple-entry and season tickets. A penalty of €100 will be charged for the loss of a data carrier.

(5) The admission ticket, keys issued, data carriers or prepaid cards must be returned when leaving the baths.

(6) All additional services at the Felsentherme Bad Gastein (consumption, massages, etc.) are billed cashlessly via the data carrier. Payment is made when leaving the bathing facility. Guests from directly connected hotels, who can also purchase the data carrier at the hotel reception, must credit a monetary value to the spa cash desk before consumption.

(7) Access to the facility is via turnstiles using the data carrier. The data carrier must be worn on the wrist or at least be clearly visible during the visit. When leaving the thermal baths, the data carrier must be returned to the thermal baths cash desk (except for multiple and season tickets).

(8) The data carrier also serves as a key to lock the lockers.

(9) A rental fee according to the price list is payable for additional bathing items (bathrobe, bath towels, etc.). Misuse, improper use or loss of the items will result in liability for damages.

(10) The purchase of a ticket does not entitle the holder to free participation in additional offers or to seating or lounging facilities, including parasols.

2.2. Instructions from the bathing establishment staff

(1) Guests are obliged to follow the instructions of the responsible staff of the bathing establishment without restriction. This also applies if a guest believes that the instruction given to them is unjustified.

(2) Anyone who violates the bathing rules or prohibitions on the use of certain facilities (e.g. slide, diving tower, sauna) or restrictions within the meaning of point 1.3. paragraph 2, or who disobeys the instructions of the responsible staff, may be expelled from the bathing facility by the staff or another representative of the bathing facility without any entitlement to a refund of the admission fee.

(3) In particularly serious cases, a ban on future visits may also be imposed. Failure to comply with this ban will render the guest liable to prosecution for trespassing.

(4) In the event of approaching storms, the instructions of the pool staff must be followed and, if necessary, the outdoor swimming pools must be vacated in good time for safety reasons.

2.3. Hygiene regulations

(1) Guests are obliged to maintain the highest standards of cleanliness throughout the bathing area.

A cleaning fee may be charged for wilful contamination. Outdoor shoes may not be worn in the barefoot area.

(2) The thermal baths may only be used with standard, hygienic swimwear (swimsuit, bikini, swimming trunks, etc.).

(2) Outdoor shoes may not be worn in the barefoot area. We recommend wearing non-slip bathing shoes. These can also be rented at the spa ticket office.

(3) The bathing facilities may not be used by persons with infectious diseases that could pose a health risk to other bathers.

(4) For hygienic reasons, you must shower thoroughly before entering the pool. The showers must be turned off immediately after use.

(5) The use of soap, shampoo or detergents and the washing of swimwear in swimming and bathing pools is prohibited. In the interests of keeping the bathing water clean, cosmetics should be used sparingly.

(6) Rubbish (bottles, glasses, cans, paper, cigarette butts, etc.) must be disposed of in the designated waste bins.

(7) For hygienic reasons, no spin dryers are provided.

(8) Shaving, hair dyeing, manicures and pedicures are not permitted anywhere in the facility, including the showers and changing rooms.

(9) Food and drinks ordered in the restaurant may only be consumed in the designated area. Appropriate clothing (bathrobe, T-shirt) and bathing shoes must be worn in the restaurant (the part that is also accessible to external guests).

2.4. Refraining from endangering and harassing others

(1) All guests are obliged to show consideration for other bathers, especially with regard to noise. Therefore, anything that disturbs or endangers other bathers is prohibited.

(2) The use of sports and play equipment (unless provided by the spa facility), radios, mobile phones, smartphones, etc. is prohibited. The usual rules of etiquette in public facilities must be observed.

(3) Photographing and filming people within the bathing facility without their express consent is strictly prohibited.

(4) The usual rules of distance applicable in public facilities must be observed. Any immoral, sexual or other offensive intimate acts are not permitted and may be punished with a ban from the premises (without refund of admission fees already paid) and criminal charges.

(5) The boundaries of the bathing area must not be climbed over or scaled.

(6) All facilities and equipment at the bathing complex may only be used for their intended purpose (e.g. children's pool, non-swimmer area, water slides).

(7) Fragile objects (risk of broken glass, splinters, etc.) may not be brought into the spa area.

(8) Smoking is expressly permitted only outdoors in designated smoking areas.

(9) Jumping into the pool from the edge is not permitted in any area except the sports pool.

(10) Spa guests are not permitted to enter technical rooms. Attractions may only be operated by qualified personnel.

(11) For safety reasons, the outdoor swimming areas must be vacated in good time when storms are approaching.

2.6. Use of additional facilities

(1) The additional facilities offered at the pool

(2) Deck chairs and benches may not be reserved. Each guest may use one seat or lounger. If these are not in use, long-term reservation by placing bath towels, bags or similar items on them is not permitted. Staff are instructed to remove any items in the event of non-compliance.

(3) Compensation must be paid for wilful damage to additional facilities.

2.7. Bringing in and loss of items, parking of vehicles

(1) Felsentherme Bad Gastein accepts no liability for lockers not being locked properly and any associated damage (theft of valuables). Money, valuables and precious items can be deposited in secure lockers at the spa reception. Liability in accordance with § 970 a ABGB (Austrian Civil Code) up to €550 is only assumed if items are stored in safety deposit boxes. Thefts must be reported immediately to staff or management.

(2) Found items must be handed in at the spa ticket office in exchange for a receipt. These will be kept in accordance with legal regulations or handed over to the authorities.

(3) Vehicles or other items may only be parked in such a way that access to the baths is not obstructed, in particular with regard to rescue, fire brigade or police operations.

2.8. Consumption of food, alcohol and beverages

(1) Food and drinks may only be consumed in the areas designated for this purpose.

(2) The use of glassware is prohibited in the barefoot area.

2.9. Miscellaneous

(1) Accidents, thefts and complaints must be reported immediately to the responsible staff or the management of the bathing establishment.

(2) Any kind of commercial activity or advertising in the bathing area requires the consent of the owner.

