

Mauritius Therme House Rules

Dear Therme Guests,

the Mauritius Therme is a place of enjoyment and relaxation. To ensure that, there are a set of rules that we have in order for you to enjoy without any disturbances.

- The instructions of the staff must be followed. The decision on house laws is incumbent on the Mauritius guests who violate the house rules
- To use our Sauna facilities, you need 1 big Sauna towel (for hygienic purposes), bathslipes and soap.
- We kindly ask you to take a shower thoroughly before you use the wellness area.
- Wearing of bathslipes is **Obligatory**.
- Minors under the age of 12 are not allowed to enter the Wellness area. The age of 12 till 16 years is only allowed with the accompaniment of an adult who will have the supervisory duties of the minor/s.
- Please switch your cellphones completely off before you lock it in your locker. The use of mobile phones is not allowed through-out the facility.
- Smoking is not allowed in the whole wellness area.
- Please limit exchanges of caressings as it is completely prohibited.
- There is no claim to any seat or bench with towels or bags, ect. In any case of such an incident, the Sauna staff is instructed to remove them.
- Please take good care of the sauna key and remember the number. Please wear it on your ankle or wrist. In case of loss or misuse by third parties, the key owner himself is responsible. In case you lose the key, a charge of **100 Euros** should be paid.
- The consumption of brought food to the Therme is not allowed.
- Should partial areas of the spa not be in operation, this does not entitle to reduce the entrance fee.
- The infusions in the Sauna are carried out by our staff. The use of personal sauna essence is not allowed at all.
- It is not allowed to hang any clothing in the sauna cabins (towels, t-shirts, robes, etc).
- The spa is not a nudity facility. Therefore, we ask you to dress in the corridors of the changing rooms, after the sauna and the cooling phase with a sauna towel or a bathrobe.
- In the areas of gastronomy, a bathrobe is worn.
- For valuables, any liability is excluded. This applies u.a. for lost bathing utensils, lost property and objects enclosed in the lockers.
- The operator is not liable for any discoloration / damage to swimwear, jewelery or watches, as these may occur due to the special nature of the thermal water (sodium chloride acid).
- In case of health problems, we advise you to visit your doctor before visiting the Mauritius Therme.
- Each guest must be physically able to use the spa without harm to themselves or others - or must have a responsible escort to help.
- Each guest has to behave in a way that does not annoy other guests.

These house rules are bindingly accepted by all visitors of the Mauritius Therme with the entrance of the house. In case of non-compliance, the operator excludes any liability. In case of doubt, the landlord reserves the right to refer guests without reimbursement of the entrance fee from the facility.

If you have any wishes, ideas or complaints, please contact the staff or the management personally or in writing.

The team of Mauritius Therme wishes you an undisturbed and relaxing stay.

**Cologne, January 2019
Mauritius Hotel & Therme**