

# House rules

With the observance of these house rules we guarantee you a pleasant and relaxing stay in all matters of hygiene and safety. We rely on mutual consideration and respect among visitors. By entering aquabasilea, you accept the provisions of the house rules as well as all other instructions issued to maintain operational safety. These are binding for all guests.

## General

Use of the entire aquabasilea facility is always at your own risk.

Children up to the age of 12 are allowed to swim in the adventure pool only under adult supervision.

Purchased tickets are only valid for one-time use on the day of purchase. Refunds for purchased tickets are not possible.

A membership is personal and non-transferable. In case of misuse, an immediate house ban will follow.

For security reasons, we ask you to store clothes and bags in the lockers, which can be securely locked with the chip bracelet.

We are not liable for the loss of valuables, money and clothing. We recommend keeping valuables separately in the valuables compartments. We are not liable for damage to or loss of visual aids, watches, jewelry, personal clothing, etc. This applies in particular to the use of all pools and attraction areas.

Lost property is handled in accordance with §8 of the Ordinance on Lost Property and Disposal in the Canton of Basel Landschaft.

For hygienic and safety reasons, we recommend that you wear non-slip bathing shoes in all wet areas.

Guests with heart and circulatory problems as well as pregnant women are advised to consult their doctor about the appropriate bathing time. Bathing must be avoided in case of open wounds and contagious diseases.

Smoking is generally prohibited in the entire facility. Exceptions are the designated smoking islands in the outdoor area.

Brought drinks and food are allowed only in the picnic corner (bathing world).

Bringing glass bottles or glass containers into the aquabasilea is not permitted for the safety of all guests.

If a guest is endangered by alcohol or poses a danger or threat to others, this guest will be expelled from the bath.

Reservations of the sunbeds are not allowed. Our employees are instructed to vacate reserved spaces and deposit personal belongings at the lifeguard booth. The berths are to be left as you would like to find them.

Photography, sound recording, and cell phones are not permitted anywhere in the facility.

No beauty rituals may be carried out in the bathing and sauna areas or in the checkrooms and changing rooms. Shaving, manicures, pedicures, hair coloring and hair masks as well as massage gloves and massage brushes must be avoided.

Staff members are entitled to ask guests who behave indecently in any way or violate the house rules to leave the facility immediately and, if necessary, to issue a house ban. The admission ticket then loses its validity and will not be refunded.

The facility is monitored by video for your safety.

If you exceed the booked duration of your stay (bath, sauna or hamam), you will have to pay an additional fee at the exit for each quarter of an hour or part thereof (according to the current price list).

In case of loss of the badge (incl. loss of the receipt) CHF 50.- will be charged automatically.

Our facility is a 365-day operating facility. Renovation work can therefore also occur during ongoing business. In this case, there is no right to compensation.

## Bathing world

The bath may be entered only with suitable swimwear. Each guest is obliged to perform adequate body cleansing before using pools.

Infants who are not yet „clean“ must wear swim diapers.

Non-swimmers may only be accompanied by swimmers.

Out of consideration for other bathers and to avoid accidents, it is not allowed to jump into the pools.

In the event of a thunderstorm, all outdoor facilities must be vacated immediately.

## Sauna world

The sauna area is a clothing-free area. Outside the sauna cabins, however, we ask you to wear bath towels or bathrobes out of consideration for other guests.

The entrance to the sauna is only allowed after the age of 16 without an adult.

Each guest is obliged to perform appropriate body cleansing before and after using the sauna and pools. Showering with care products is prohibited in the experience showers.

The use of the saunas is only permitted with a sufficiently large towel. Soiling of the benches by sweat is to be avoided.

Infusions on the sauna stoves are to be performed only by our trained personnel.

The sauna world is a place of relaxation. For your own well-being and that of other guests, we ask for silence.

We recommend bathing in the outdoor saltwater pool for a maximum of 20 minutes without interruption.

## Hamam

The hamam is a textile area. Wearing a pestemal is mandatory. Other bathing clothes are not allowed.

Admission to the aquabasilea Hamam is allowed to guests over 16 years old.

Hamam is a place of internal and external purification. Please remember: there is power in tranquility! We ask you to refrain from conversations if possible.

The booked and confirmed date refers to the start of the hamam tour. If your package includes a massage, we will inform you about the treatment schedule on the spot.

The indicated times for massages are inclusive of after-rest time.

In case of cancellation of booked hamam appointments within 24h we have to charge the total costs according to the price list. Online booked appointments can not be canceled, if available up to 24h before application date can be rescheduled online.

## Spa

Access to the spa area is allowed to children over the age of 12.

In case of cancellation of booked appointments within 24h we have to charge the total costs according to the price list.

Please report to the reception at least 10 minutes before the start of treatment.

Your aquabasilea AG team  
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