



SECURITY DEPOSIT:

We reserve the right to request payment in advance for the entry price, if need be. We also reserve the right to charge a security deposit in advance. When a guest's tab exceeds € 100.00, the open amount on the bill has to be paid in full (excluding the time surcharge, which, in turn, has to be paid upon leaving the sauna).

KEY DEPOSIT:

In case a locker or cabin key is lost, a replacement fee of € 30.00 will be charged. Should the key be found later, the guest is entitled to a reimbursement of the replacement fee.

CLOSURE OF VARIOUS AREAS OF THE BATH HOUSE:

Some areas of the bathhouse may need to be closed due to construction work, cleaning tasks or technical defects. Even in these cases, the entry price has to be paid in full. Information on potential closures due to renovations or technical defects is visibly placed at the Reception Desk. Inevitable and temporary short-term closures due to cleaning tasks are not indicated at the Reception Desk.

Subsequent complaints regarding closures will be dismissed as being unfounded.

On weekdays (except on holidays) guests are woken up at 6 am and have to leave the sauna until 7 am.

REFUSAL OF ENTRY:

We reserve the right to deny entry, in case a guest is presumed to pose a threat to our regular operations. This is especially true when the guest is under the influence of alcohol or drugs or in case he already has an entry ban or an unpaid bill. Such guests need to leave the property entirely and are not allowed to loiter in other parts of the building (e.g. in the lobby, at the restaurant, in the hotel or on the roof terrace).

ENTRY BAN:

We issue entry bans due to drug consumption, drug dealing, aggression (physical and verbal violence), vandalism, theft, prostitution (this also includes mere solicitation for sex in exchange for payment), bill-dodging (will be reported to the police), repeated cases of IOUs due to a lack of payment.

The shift supervisor always has the right to issue an entry ban.

EXCESSIVE CONSUMPTION OF ALCOHOL:

Bar employees have the right to refuse to serve alcoholic drinks in case the guest's health, or that of other guests, could be put at risk.

CLEANING FEE:

An additional cleaning fee will be charged in case a guest soils anything outside of the toilets with urine, feces or vomit.

The cleaning fee is determined by the shift supervisor and is between € 30 to € 200, depending on the amount of effort it takes to clean up the mess.

A soiling of the jacuzzi or the water in it is charged at € 200.00, seeing that the water in the jacuzzi needs to be changed and the jacuzzi itself also needs to be cleaned.

SEX:

Sexual contact is not allowed in the bar area, in the entry area, in the changing rooms, in the relaxation rooms and in the stairwells. Customers are also obliged to cover up genital areas with a towel when they are in the bar area. Street shoes are prohibited in wet areas of the sauna (steam room, showers, jacuzzi, saunas etc.).

UNDER 27:

The discount for guests under 27 can only be granted if the guest can show in advance a valid form of identification (ID card, passport, social security card).

USE OF THE SAUNA BAR:

Guests are not permitted to spend a long amount of time and/or consume at the sauna bar wearing street clothes, without having paid for the regular entry fee.

EXTERNAL FOOD AND DRINK ITEMS:

Guests are not allowed to bring their own food and drinks with themselves. Food and drinks can be ordered at the sauna bar.

GLASSES:

Glasses and glass bottles cannot be taken away from the bar area due to security reasons. Our employees will be happy to serve you drinks in a plastic cup, which can be taken away.

SMOKING:

Smoking is only allowed in the cabins and in the smoking lounge on the 2nd floor.

STORAGE OF ALL ITEMS IN THE LOCKERS:

We do not take responsibility for items stored outside of the lockers in the changing rooms (e.g. shoes stored on top of the lockers).

WALKERS AND WHEEL CHAIRS:

Walkers, crutches and wheelchairs cannot be brought into the bathhouse out of security reasons. They have to be stored in our luggage room.

USE OF THE FACILITIES AT ONE'S OWN RISK:

Should the facilities be used in a way that is not in accordance with behavioral norms and safety regulations, the facility operator cannot be held responsible for potential accidents, e.g. in the dark room, at the sling, in the sauna cabins and in the jacuzzi.

LOSS OF RENTED TOWELS, BATHROBES AND SLIPPERS:

We reserve the right to charge additionally ordered towels, bathrobes and/or slippers, especially if these are lost by a guest on a repeated basis.

IOU DEPOSIT:

Should a guest be unable to pay his bill, we reserve the right to retain a personal object of his as a deposit. This object has to be equal or greater in value than the amount owed. Objects of lesser value, IDs and passports cannot be used as a deposit. The transaction will be documented with an IOU. The deposited object can be returned to its owner within 6 months, in case the amount owed is paid in full. After 6 months the object becomes property of Deutsche Eiche Gärtnerplatz Ltd. and a debt collection procedure is initiated. In case it is not possible to retain a personal object from the guest with the required monetary value or in case the guest rejects the provision of such an object, the police will be called to assist.

PHOTOS AND VIDEOS:

Taking photos or making videos is strictly prohibited in the entire area of the bathhouse.

Cell phones may not be taken to the wet areas of the sauna (steam room, showers, jacuzzi, sauna etc.) and to the darkrooms.

LOST AND FOUND:

Found items are stored for 14 days. In case the items are not collected until this deadline, they will be forwarded to the Lost & Found office of the City of Munich.