HOUSE RULES

SECURITY DEPOSIT:
We reserve the right to request advance payment for the entry fee, if necessary. We also reserve the right to require a security deposit upfront. If a guest's tab exceeds €150, the outstanding balance must be settled in full.

KEY DEPOSIT:
If a locker or cabin key is lost, a replacement fee of €30 will be charged. Should the key be found later, the guest is entitled to a refund of the replacement fee.

CLOSURE OF VARIOUS AREAS OF THE SAUNA:
Some areas of the sauna may need to be closed due to construction work, cleaning tasks, or technical issues. In these cases, the full entry price remains applicable. Notices about potential closures due to renovations or technical faults are prominently displayed at the Reception Desk. Unavoidable and brief closures for cleaning tasks are not indicated at the Reception Desk. Subsequent complaints regarding these closures will be deemed unfounded. At weekdays (except bank holidays), guests are woken up at 6am and must vacate the sauna by 7am.

REFUSAL OF ENTRY:
We reserve the right to refuse entry if a guest is deemed to pose a threat to our regular operations. This is particularly applicable if the guest is under the influence of alcohol or drugs, has an existing entry ban, or has an unpaid bill. Such guests must leave the property entirely and are not permitted to loiter in other parts of the building, including the lobby, restaurant, hotel, or on the roof terrace.

ENTRY BAN:
Entry bans are issued for drug consumption, drug dealing, aggression (both physical and verbal), vandalism, theft, prostitution (including solicitation for sex in exchange for payment), and bill-dodging (which will be reported to the police). Repeated instances of IOUs due to non-payment also warrant an entry ban. The shift supervisor always has the authority to issue an entry ban.

EXCESSIVE CONSUMPTION OF ALCOHOL:
Bar staff have the right to refuse to serve alcoholic drinks if they believe the guest's health, or that of other guests, could be at risk.

CLEANING FEE:
An additional cleaning fee will be charged if a guest soils any area outside of the toilets with urine, faeces, or vomit. The cleaning fee is determined by the shift supervisor and ranges from €30 to €200, depending on the effort required to clean up the mess. Soiling the Jacuzzi or its water incurs a charge of €200, as the water must be replaced and the Jacuzzi cleaned.

SEX:
Sexual contact is not permitted in the bar area, entry area, changing rooms, relaxation rooms, and stairwells. Customers must also cover their genital areas with a towel while in the bar area. Street shoes are prohibited in the wet areas of the sauna, including the steam room, showers, Jacuzzi, and saunas.

UNDER 30:
The discount for guests under 30 can only be granted if the guest provides a valid form of identification (ID card, passport, or social security card) in advance.

USE OF THE SAUNA BAR:
Guests are not permitted to spend an extended amount of time or consume drinks at the sauna bar while wearing street clothes without having paid 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 must remain in the bar area for security reasons. Our staff will be happy to serve you drinks in a plastic cup that you can take with you.

SMOKING:
Smoking is only permitted in the smoking lounge on the 2nd floor.

STORAGE OF ALL ITEMS IN THE LOCKERS:
We do not take responsibility for items left outside of the lockers in the changing rooms (e.g., shoes placed on top of the lockers).

WALKERS AND WHEEL CHAIRS:
For security reasons, walkers, crutches, and wheelchairs cannot be brought into the sauna. They must be stored in our luggage room.

USE OF THE FACILITIES AT ONE'S OWN RISK:
If the facilities are used in a manner that does not comply with behavioural norms and safety regulations, the facility operator cannot be held responsible for any resulting accidents, such as those occurring in the dark room, at the sling, in the sauna cabins, or in the Jacuzzi.

LOSS OF RENTED TOWELS, DRESSING GOWNS AND SLIPPERS:
We reserve the right to charge for any additional towels, dressing gowns, and/or slippers, particularly if they are lost by a guest on a repeated basis.

IOU DEPOSIT:
If a guest is unable to settle their bill, we reserve the right to retain a personal item of theirs as a deposit. This item must be of equal or greater value than the amount owed. Items of lesser value, including IDs and passports, cannot be accepted as deposits. The transaction will be documented with an IOU. The retained item can be returned to its owner within 6 months upon full payment of the outstanding amount. After 6 months, the item becomes the property of Deutsche Eiche Gärtnerplatz Ltd., and a debt collection procedure will be initiated. If it is not possible to retain a personal item of sufficient value or if the guest refuses to provide such an item, the police will be called to assist.

PHOTOS AND VIDEOS:
Taking photos or recording videos is strictly prohibited throughout the entire sauna area. Mobile phones are not allowed in the wet areas of the sauna (such as the steam room, showers, Jacuzzi, sauna, etc.) or in the darkrooms.

LOST AND FOUND:
Found items are stored for 14 days. If they are not collected within this period, they will be forwarded to the Lost & Found office of the City of Munich.

Last updated on 14 Aug 2024