

FAQ Sternbusch Pool

Dear Pool Users,

Please read through our FAQs to prepare for a relaxed visit to the pool.

We're looking forward to seeing you!

General information

When is the Sternbusch Pool open?

Our pool opens on 28 June 2020

What are the prices and opening hours?

AUßENBEREICH	VON	BIS	ERWACHSENE	BEGÜNSTIGTE ¹	FAMILIENKARTE ²	WEITERE KINDER
FRÜHSCHWIMMEN (MO-FR, innen und außen)	06:00	09:00	3,00 €	2,00 €	7,00 €	1,50 €
TAGESKARTE (MO-FR)	10:00	21:00	6,00 €	3,50 €	13,00 €	2,00 €
TAGESKARTE (SA, SO)	10:00	18:00	6,00 €	3,50 €	13,00 €	2,00 €
SPÄTSCHWIMMEN (MO-FR)	18:00	21:00	3,00 €	2,00 €	7,00 €	1,50 €

INNENBEREICH	VON	BIS	ERWACHSENE	BEGÜNSTIGTE ¹	FAMILIENKARTE ²	WEITERE KINDER
FRÜHSCHWIMMEN (MO-FR, innen und außen)	06:00	09:00	3,00 €	2,00 €	7,00 €	1,50 €
1. ZEITFENSTER (MO-FR)	10:00	15:00	5,00 €	3,00 €	11,00 €	1,50 €
2. ZEITFENSTER (MO-FR)	16:00	21:00	5,00 €	3,00 €	11,00 €	1,50 €
1. ZEITFENSTER (SA, SO)	09:00	13:00	4,00 €	2,50 €	8,00 €	1,50 €
2. ZEITFENSTER (SA, SO)	14:00	18:00	4,00 €	2,50 €	8,00 €	1,50 €

Die Öffnungszeiten und Eintrittspreise gelten im Rahmen des Hygieneschutzkonzeptes der Bäderbetriebe Kleve GmbH. Die Vorschriften zur erweiterten Badeordnung sind zwingend einzuhalten. In Abhängigkeit von der Wetterlage wird frühzeitig festgelegt, welcher Bereich (Innen-/Außenbereich) Ihnen zur Verfügung steht. Informieren Sie sich hierzu vorab im Internet unter www.sternbuschbad.de. Für das Frühschwimmen stehen Ihnen sowohl der Innen-, als auch der Außenbereich zur Verfügung.

¹ Zu den begünstigten Personen gehören Kinder und Jugendliche unter 18 Jahren, Schüler und Studenten, Bezieher von Sozialhilfe und ALG II und Leistungsbezieher nach dem AsylbLG unter Vorlage einer Bescheinigung sowie Schwerbehinderte. Für Kinder bis zum Alter von 3 Jahren wird kein Eintritt erhoben.

² Die Familienkarte ist gültig für Eltern/Lebensgemeinschaften mit den im Haushalt lebenden Kindern unter 18 Jahren (max. 2 Erwachsene, max. 5 Personen).

Stand 06/2020

Is there an inclement weather rule during the summer season?

Yes, depending on the weather and the outside temperature, we open either the indoor or outdoor area as required. You will find information on this in good time (at least 3 days in advance) on our website at www.sternbuschbad.de.

Hygiene rules

Hand hygiene

When entering the pool, hands must be disinfected. Appropriate disinfectant dispensers are available for you. Please observe our protective and hygiene measures.

Is it compulsory to wear a mask in the Sternbusch Pool?

Yes! There is a mask requirement for admission. Without a nose and mouth mask, it is not possible to enter the pool. In closed areas, especially when passing through entrance and exit areas and in sanitary areas (WC facilities), a suitable nose and mouth mask must be worn. Please also have a nose and mouth mask ready in the catering areas and follow the instructions of our catering staff!

Can I change in the changing room and use the showers as usual?

The changing rooms and showers are still available for you to use. Due to the minimum distance requirement, the sanitary facilities can be used by fewer people at the same time. Please pay attention to our signs on site. Use the showers before swimming! When leaving the pool, we ask that you refrain from taking a shower for capacity reasons and out of consideration for others. Use the cold water showers if necessary.

Your visit to the Sternbusch Pool

Is there anything I need to be aware of when using the Sternbusch pool?

Organisational arrangements and a clear information and communication plan provide on-site support in the pool to ensure that personal distance and hygiene rules are observed. To keep the risk of infection as low as possible, we rely on the cooperation and assistance of our pool users: Of course, the usual hygiene and distance requirements, contact restrictions and cough and sneeze etiquette apply. Please follow the instructions in the pool, keep to the distance markings and follow the instructions of our staff.

Can my children play in the playground and children's paddling areas?

Yes, the playgrounds and paddling areas are open. As with playgrounds in public areas, the parents' duty of supervision applies here.

Are all the pools in the Sternbusch Pool open?

Yes, in principle all the pools are open. Attractions like the lazy river remain out of order. **For all pools there are restrictions on the number of visitors, which are monitored by our staff.** During busy periods, access to the pool platform and pools may be temporarily blocked.

Can I play beach volleyball or football in the outdoor pool?

No, unfortunately not. The sports areas for group sports (football, beach volleyball) cannot be made available at the moment.

Are slides and jumping facilities open?

Our slide is open outside. The diving platforms are not available for operational reasons.

Is the bistro open?

For the time being - due to the current situation – the bistro is only open outside. Seats cannot be provided at present under the current hygiene regulations.

Are there any special hygiene precautions in the pool?

For precautionary reasons, we will intensify our cleaning and disinfection measures and carry out regular wipe disinfection of handles and door handles etc. in the toilet areas.

Are there distance markings in the sunbathing areas?

No. In the sunbathing areas, the following applies: distribute evenly and at a distance and do not form groups! The current regulations of the state of NRW apply here.

Do I have to fill out a contact form in advance?

Yes, according to the regulations of the state of NRW we are obliged to record your contact details when you visit our pool. If you book your admission ticket in the online shop, your contact details will be recorded automatically when you visit the pool. Please keep your ticket for the entire duration of your visit, as we are also obliged to record your exit when you leave the pool. If you lose your ticket, you can fill out a contact form manually when leaving the pool. Early swimmers have the option of filling in the contact form before their visit. Please keep the form during your visit, as we need it to register your exit. You will find the form on our website at www.sternbuschbad.de. Alternatively, you can also fill out the contact form at the pool.

Access

Can I simply arrive at the pool and visit the Sternbusch pool without prior booking?

No - there is a visitor number restriction at the pool based on the size of the area. With the exception of the early morning swim, admission tickets must be purchased from our online shop. Here we would like to offer access without an online ticket in particular to at-risk groups (people over 60 years of age, with previous illnesses) and people with disabilities.

How does the booking in the online shop work?

You can purchase tickets for a visit to the Sternbusch pool via the online shop. The purchased ticket is only valid for the relevant day. If the ticket is not redeemed, it is no longer valid.

Can I also purchase an admission ticket on site?

No tickets can be purchased on site. Admission is only possible via tickets purchased in advance in the online shop. An exception to this rule is the early morning swim.

How can I pay in the online shop?

You can pay with PayPal, MasterCard, Maestro, Visa, instant transfer and Giropay.

Can I redeem my CleverCard for the Clever discount?

Yes, please select the appropriate rate in the online shop and have your CleverCard ready at the entrance when you visit.

Can I continue to use my prepaid card?

For technical reasons, prepaid cards cannot be used in the current circumstances. A return and refund of the remaining credit is possible. Please contact the customer centre of Stadtwerke Kleve in this regard. Of course, you are also welcome to keep the prepaid card.

As soon as it is technically possible to use the system again - after the pandemic has ended and normal operations have resumed - the prepaid card system will be reactivated.

Can my admission ticket with barcode also be scanned from my mobile phone?

You can show your admission ticket (e-ticket) on your mobile phone or bring a printed copy with you. Both options are accepted at the entrance cash desks.

Do I have to keep my ticket with me for the entire visit?

Yes, the ticket must still be kept after admission. Due to the fact that we are obliged to document the entry and exit times of all visitors, you must show the ticket again at the exit.