



General terms and Conditions

These terms and conditions apply to all of Sportzentrum Gstaad AG's programs and are valid from the 1st February 2026.

Fees and "TimeStop" subscriptions

Our fees are set by Sportzentrum Gstaad AG's management and can be found in the pricelist.

We don't give any Time-stop more unless for a medical reason.

In case of accident or illness (lasting longer than 2 weeks) your personal 3-month, ½-year or annual subscriptions can be extended if an official, signed certificate of illness is provided. The medical certificate must be brought to the reception or sent by email (reception@sportzentrum-gstaad.ch) as soon as possible.

Absences will be credited retroactively up to 1 month.

The permanent subscriptions are not transferable, so it is forbidden to use subscriptions that are not in your own name.

The annual closure of the systems for maintenance and cleaning work of 2 to 3 weeks is included in the prices and does not entitle to any price reductions or subscription extensions.

Any closure or restrictions imposed by the authorities due to a pandemic or circumstances beyond the company's control (e.g., due to energy supply security) will generally not be reimbursed with a refund or credit for the duration of a current subscription.

Validity of the 11 entry subscription / Familycard in Saanen Pool

The 11 entry tickets as well as the family tickets are valid for 2 years from the date of purchase and then lose their validity.

The scope of services of the subscription is guaranteed at the sales price for one year, after which price changes and subsequent claims are reserved.

Entry price for those receiving disability insurance and/or social security assistance

Guests who receive disability insurance and/or social security assistance can request an entry-fee discount of 20%. The person who accompany the disabled guests will get a free entry.

Special offer for adolescent under 20 years old

Young people between 16 and 20 years get 20 % reduction on the fitness, groupfitness rates and all the multi passes. The entrance to the Move it fitness for under 20 years old is only permitted until 22.00h.

Insurance

Sportzentrum Gstaad AG accepts no liability for any damages which may be caused. Guests use the facilities and participate in courses and/or events at your own risk. Sportzentrum Gstaad AG accepts no liability in case of theft and/or loss of personal property.

SPORTZENTRUM GSTAAD AG

Sportzentrumstrasse 5 | Postfach 36 | 3780 Gstaad | Schweiz

T 033 748 80 90 | info@sportzentrum-gstaad.ch

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Changes to prices and programs

We reserve the right to make changes to the advertised prices, programs and terms and conditions.

The loss of entrance tickets, point cards and/or annual subscriptions

Lost tickets, point cards and/or annual subscriptions can be reissued at a charge of CHF 10.-

Price per rental object/item

Rental object/item	CHF 5.-
Rental deposit	CHF 20.-

Jurisdiction

The court of jurisdiction is in Thun (BE). For enquiries please contact our reception via phone or email - 033 748 80 90 / info@sportzentrum-gstaad.ch

Indoor pool / sauna

For information on the use of the swimming pool and sauna please refer to our house-rules.

Private swimming lessons

It is forbidden to give private swimming lessons without prior approval.

Group fitness courses - Course confirmation and payment of fees

All groupfitness classes and swim courses must involve a minimum of 3 participants. Registration is required and cancellations must be made at least half a day before the start of the course (by 1pm for evening classes and by 6pm for morning classes). If a course is not cancelled in time it will be charged regardless if the participant holds a point card or monthly/annual subscription.

Organization of the courses

For organizational purposes Sportzentrum Gstaad AG reserves the right to postpone or combine courses if necessary. If a course instructor is not available, Sportzentrum Gstaad AG can replace him or her with another instructor or delegate. In order to achieve the best conditions for our training courses, a minimum and maximum number of participants is required for each course. If there are insufficient participants for a given course, it will most likely be cancelled.

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Swim lessons

Course confirmation and payment of fees

For swim lessons please apply before the established deadline. The registration will be made in the child's name (the Aquababy chaperon can vary).

For security and safety reasons, only one child per Aquababy chaperon is permitted. The registration form can only be signed by the child's mother or father and the course fee must be paid at reception on the first day of the course. Point cards, season tickets and other special offers are not valid and do not entitle the holder to any price reduction for swimming lessons. Insurance is the responsibility of the participants and the pool/sauna house-rules apply.

Cancellation

If a cancellation is made less than a week before the course starts, the course will be charged in full. If a cancellation is made for health reasons and a valid and signed certificate of illness is provided, the course fee will be refunded in the form of a voucher.

Missed lessons

Missed lessons cannot be repeated or reimbursed. Participation in the courses is not transferable (linear course structure).

Swimming Pool and Sauna House-Rules

Entry and services

Any guest who purchases an entry for the swimming pool/sauna accepts the following house-rules

1. The pool and sauna are open all year round except for a 2-3 week period in spring during which time they are closed for maintenance.
2. Guests must leave the sauna and indoor pool 20 minutes before closing time.
3. In the case of equipment failure caused by technical issues, guests are not entitled to reduction in the admission fee.
4. The staff has the right to reserve sections of the pool for courses, schools and clubs and will cordon off sections as and when required.
5. School classes, groups, etc. can use the pool for a maximum of 3 hours.
6. Parents may bring their children clothed (but barefoot) to swimming lessons and pick them up when the lesson is finished. However, it is forbidden for any guest to remain in the pool area while fully-clothed.

Pool/sauna use

1. All wet rooms must be entered barefoot. Shoe-racks are available if required.
2. Children under 10 years must be accompanied by a person who have good swimming skills. Accompanying persons must supervise the children throughout the entire time they are in the swimming pool building. Sportzentrum Gstaad AG assumes no responsibility for unattended children.
3. Young guests under the age of 16 who are unaccompanied by an adult must leave the pool by 8pm at the latest.

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4. Guests who cannot swim may only enter the non-swimmers section of the pool. If they enter the deeper section they do so at their own risk.
5. Guests will be prohibited from entering the swimming pool if they are:
 - drunk
 - have skin rashes
 - have open wounds
 - have an infectious disease
6. People who suffer from epileptic seizures or other temporary disequilibria may only enter the pool when accompanied by a supervising adult
7. Guests who use the diving board do so at their own risk.
8. Use of the swimming pool is only permitted when wearing conventional swimwear. For hygienic reasons, wearing underwear under the bathing suit is forbidden.
9. The sauna area is a clothes-free zone. Entry is only admitted to guests who are over 16 years of age.

Swimming pool rules including the outdoor pool

1. Every guest must behave in a respectful manner and ensure that the smooth running of the facility is not impaired.
2. Guests are liable for any damage or contamination they may cause.
3. Showering is mandatory before entering the swimming pool.
4. it is forbidden to:
 - a) jump sideways into the pool or push other guests into the water
 - b) bathe naked
 - c) drink, eat or chew gum in the changing rooms and pool hall (food is only allowed to be consumed in the appropriate area)
 - d) bring and/or consume alcoholic beverages in the facility
 - e) smoke anywhere on the premises
 - f) photograph or film people without their consent or to do so for profit-making purposes
 - g) leave a mess behind
5. No games please in the outdoor pool (no balls, no diving)
6. Infants and incontinent persons must wear swim diapers
7. Glass materials must be kept away from the swimming pool and pool area.
8. The Swiss Lifeguard Society's (SLRG) six bathing rules must be observed

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Pool supervision

1. The pool staff members are responsible for ensuring the safety of all guests, keeping peace and order and making sure the pool regulations are adhered to. Instructions issued by pool staff are to be fully complied with.
2. The pool staff may prohibit the use of mobile phones and other devices if there is a suspicion that a third party's privacy has been invaded. If required, they may confiscate the equipment until their owner leaves the facility.
3. The pool staff is authorized to ask guests to leave the premises if they:
 - a) disturb peace and order
 - b) harass other guests
 - c) cause damage to property
 - d) do not adhere to the house rules despite having being warned
 - e) are under the influence of drugs, alcohol etc.

Refusal to comply will lead to legal action and charges for trespassing

Liability

1. Guests use the swimming pool at their own risk.
2. Sportzentrum Gstaad AG is not liable in case of theft. Any lost property must be given to reception
3. In cases of damage or injury pool staff must be notified immediately. Failure to do so will nullify any compensation claims. Pool staff will be required to compile a written report.

Important information

1. These regulations come into effect on 1st February 2026 and supersede all previously dated regulations.
2. The management can change these regulations at any time.
3. Requests, suggestions and complaints are to be given in writing to Sportzentrum Gstaad AG's management.

Gstaad, February 2026

Sportzentrum Gstaad AG

Management

SPORTZENTRUM GSTAAD AG

Sportzentrumstrasse 5 | Postfach 36 | 3780 Gstaad | Schweiz

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Curling Rules

Shoes

The ice rink may only be entered with the appropriate shoe wear (no normal shoes). Curling shoes can be hired at the main desk (Fr 3.- per pair). Shoes must be changed in the dressing room.

Curling brooms are provided free of charge.

Curling stones should not be lifted off the ground. They should only glide over the ice.

Curling stones should be released in a controlled manner. Stones which are travelling at a high speed should be slowed down (danger to others, the ice rink, boundary etc.).

The ice must be free of all **unrelated objects** (glasses, coins, mobile phones etc.).

Avoid **physical contact with the ice** (keep the amount of time spent with hands and knees on the ice to a minimum).

Running on the ice is prohibited (risk of injury).

The hack must be in the down position on both ends of the rink during the game. When the game is finished, the hack should be taken back to the upright position.

If the ice becomes **dirty or stained**, the reception staff or the responsible ice master must be informed immediately.

Minimum age

For safety reasons, children under 10 years of age are not permitted on the ice. Children older than 10 years of age who have playing experience (member of a curling club) can play alone or with a partner.

Groups

If you are coming with a group, at least one adult with game experience must also be present. This person has then the responsibility for the beginners.

Spectators

It is prohibited to enter the curling hall with outdoor shoes. Spectators wishing to watch the games can do so from the curling restaurant. It offers a good view of the rink.

Shower facilities

The dressing rooms in the curling area are not provided with showers. If you wish to take a shower please ask at the reception and you will get access to the showers in the group fitness area.

Emergencies

In case of an accident or an injury, please inform immediately our staff at the reception or in the restaurant.

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Tennis Rules

These terms and conditions apply for annual/season subscriptions (tennis and badminton)

Membership

An annual or season ticket (tennis and badminton) allows the owner one hour a week on an indoor tennis or badminton court.

Reservation

A reservation is only possible when a subscription has been purchased. When you buy a card/subscription you have the right to reserve fixed days for the entire year or season. When renewing a subscription, annual tickets have priority over season tickets.

Postponing a session

If you cancel a booked court 24 hours before the reservation, you can postpone this session before your subscription ends.

Credits

Any hour that cannot be played, whether for reasons attributable to the holder or to the sports center (event in the tennis hall), may be played before or after the subscription period. If fixed hours fall on public holidays on which the sports center closes at 7:00 p.m., the fixed hour may also be made up within the same week (at a different time and on a different day).

Validity

The validity of an annual subscription begins at the date of purchase and lasts one year to the day. A seasonal subscription starts with the first reservation and is valid for 6 months.

These terms and conditions apply for standard/single access (tennis and badminton)

Membership

Games may be played only after payment has been made at reception.

Reservation

Tennis or badminton can be played for the amount of time that has been paid for. If the use of the court exceeds this, the extra time will be charged. Reservations can be made for a minimum of one hour.

Cancellation

Tennis lesson cancellations must be made a half day in advance. In case of group reservations at least 24-hours in advance is required otherwise the lesson will be charged.

Regulations for the use of the indoor/outdoor tennis courts and badminton courts:

The indoor tennis and badminton court can only be accessed with clean tennis shoes. No shoes with black-coloured soles! The outdoor courts can also only be accessed with clean tennis shoes. We request that only clean and appropriate sports clothing is worn on court. The use of indoor and outdoor courts outside of the official opening hours is not allowed! Dogs are not allowed anywhere in the tennis complex (indoors and outdoors)! Private tennis lessons are subject to authorization

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Rental equipment

Rental equipment (shoes, rackets, balls), subject to a deposit, can be hired from the Sportzentrum's reception.

The hired equipment must be returned to the reception immediately after using it.

If hired equipment has been wilfully damaged, Sportzentrum AG reserves the right to retain the deposit and to charge any outstanding costs.

Dressing rooms

Dressing rooms and showers are available.

Liability

Sportzentrum Gstaad AG is not liable in case of theft. Any lost property must be given to reception.

Tennis club summer agreement:

Tennis club members can book tennis courts free of charge during the summer months. If there is a storm or it starts to rain one hour before the session begins, club members can use indoor courts instead at a price of CHF 5.- per person.

For both summer and winter prices, please check the current price list. Cancellation terms apply.

If club members wish to play without a reservation and there are no outdoor courts available, they must pay the full price for an indoor court.

Players who are not members of the club pay their share. If four people are playing, the price is divided by four.

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Ice Rink Rules

Entry and use

Any guest who purchases a ticket to the ice rink accepts the following house-rules
Point card and season ticket holders must first report to the ice rink reception with their tickets before entering the rink.

The ice rink is in operation from mid-October to early March

The ice rink is open from:

Monday to Friday, 10am to 5pm Thursday public skating from 8pm to 9.30pm

Saturday, 10.30am to 5pm

Sunday, 10.30am to 5pm

Sportzentrum Gstaad AG reserves the right to close, or partially close the ice rink for hockey matches, school visits (e.g. Le Rosey, JFK International School) or other occasions.

In cases of bad weather or technical failure (e.g. defective ice machine, safety nets or water on the ice) no discounts will be made.

In case of an injury, first aid equipment is available at the ticket office.

The weekly ice rink plan is located on the bulletin board near the grandstand.

Sportzentrum Gstaad reserves the right to make changes to the plan if required.

Ice rink use

Guests enter the ice rink at their own risk.

Entering the ice rink outside the opening hours is prohibited. Sportzentrum Gstaad accepts no liability.

The ice rink can only be accessed with skates. Normal shoes are not allowed.

Children under 6 years of age must be accompanied by a parent or adult chaperone at all times.

Private skating lessons are subject to authorization.

Guests are liable for any damage they might cause (e.g. wilfully making holes in the ice, breaking the glass of neighbouring buildings etc.).

When instructions are given by the ice warden, they must be adhered to.

Groups

Groups must always register in advance via the Gstaad Sports Center at 033 748 80 90 or info@sportzentrum-gstaad.ch.

The hockey rink can only be reserved exclusively for school classes or groups upon payment of the official ice rink rental rates. Otherwise, the hockey rink is available to all guests of the public ice rink. In case of high traffic or multiple group reservations, the ice rink team reserves the right to remove the partition, thereby making it impossible to play hockey. At least one adult must be present for groups.

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Rules for the use of the ice rink and its infrastructure

Every guest must behave in a respectful manner and ensure that the smooth running of the ice rink facility is not impaired.

It is forbidden to bring and/or consume food and drink on the ice rink.

Rubbish must be disposed of in the available garbage cans.

Dressing rooms must be left clean.

If excessive amounts of dirt are generated the cost of cleaning can be charged.

The carrying, burning, igniting, or use of pyrotechnic items (e.g., flares, smoke bombs, fireworks) or the distribution of confetti is prohibited throughout the entire area.

Match or league operations (HCGSL Hockey Club, Le Rosey, others)

Match or league games performed on the whole ice rink can only take place before or after the above-mentioned official opening hours. Sportzentrum Gstaad reserves the right to make exceptions to this rule.

Ice rink booking requests must be made at the Sportzentrum Gstaad.

The reserved times must be strictly maintained.

The ice should be cleaned three times during hockey matches. In cases of snow or rain please consult the responsible ice master.

Each team or group of players has one changing room at their disposal. If more space is required, please consult Sportzentrum Gstaad.

The party hiring the ice rink is required by law to ensure that first aid equipment is available.

The use of the match clock is subject to authorization.

Rental equipment / Services

Rental items such as skates, hockey sticks, elbow pads, shin pads and pucks are intended solely for use at Sportzentrum Gstaad. The sports centre can make exception to this rule.

The hired equipment must be returned to the reception immediately after use. If hired equipment is lost, Sportzentrum AG reserves the right to charge the cost of the items.

Skates which have been left to be sharpened can be picked up 24 hours later at the ice rink ticket office.

Liability

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Move it Fitness

Information and safety rules

Basically, the general terms and conditions of the Sportzentrum Gstaad AG are valid. For the members of the Move it Fitness, the following information and rules have to be respected:

Move it Fitness

All equipment and facilities of the Move it Fitness can be used during the contract period and during the official opening hours. This right is not transferable.

For adolescents, the access is permitted only until 10pm.

New clients will get an introduction and instruction how to use the equipment. Further they will get an individual first workout plan for free. During your contract you can ask anytime for a new plan (a little extra fee will be charged).

It is obligatory for new clients to fill out a questionnaire concerning your health.

In the workout area, clean training clothes and shoes are required. Please cover the gym equipment with your own towel before using and afterwards, please clean it instantly.

Please use the equipment just as long as necessary and please put the weights back after you used them.

Everybody has to obey the orders of the Move it Fitness. In case of bad behaviour, the contract will be terminated without any right of compensation.

Personal training

At Move It Fitness, personal training is only permitted with trainers authorized by the studio. The use of the training rooms for personal training by external trainers—whether for payment or free of charge—is prohibited.

Liability

The use of the equipment is at your own risk. The Move it Fitness will not take any responsibility for any valuables and objects.

For any damages on the equipment and facilities, caused by incorrect handling, the person responsible is liable.

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Disclaimer

By taking out a subscription with Move It Fitness, the customer confirms that they have taken note of the following:

Move It Fitness Gstaad allows training at unsupervised times. As no supervisor is present, this form of training involves certain risks. Guests are aware of these risks and undertake to comply with the following rules:

1. Move It Fitness may only be used for its intended purpose and only by persons of sound mind and in good physical condition. Training under the influence of alcohol, unreported medication, or other substances that impair performance or judgment is prohibited.
2. The guest shall ensure that no third parties gain access to Move It Fitness with their personal badge.
3. During unsupervised times, it is recommended to refrain from training with dumbbells, weight plates, and small equipment. If such training is nevertheless carried out, it is done at your own risk. When training on the treadmill, the safety emergency stop cord must be used. The emergency watch provided must be worn during training and enables the emergency services to be alerted directly in the event of an emergency. Alternatively, the EchoSOS app can be used. When training with another person, wearing the emergency watch is not mandatory.
4. The guest is aware and agrees that the access areas and training areas are monitored by video surveillance. The recordings are used to monitor the terms of use and to document violations.

Gstaad, February 2026

Sportzentrum Gstaad AG

The Management

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