

FAQ LIQUIDROM

YOUR WELL BEING IS IMPORTANT TO US AND WITH THE REOPENING WE OFFER YOU A SPECIAL EXPERIENCE WITH EVEN MORE COMFORT AND SAFETY.

GENERAL INFORMATION

BOOK ONLINE TICKET

In order to offer you a safe and comfortable stay, we would like you to plan your stay in advance and reserve your ticket before your visit.

LIMITED NUMBER OF GUESTS

"Enjoy relaxing hours with distance", under this motto we are currently starting with a limited number of visitors in LIQUIDROM. A limited number of guests offers you more security and undisturbed hours of enjoyment in your own special time out.

MOUTH AND NOSE PROTECTION

At reception and on the way to the dressing rooms there is a general mask requirement. The indoor area with the sauna and pool facilities can be used without a mask, while maintaining the distance requirement.

OUR OFFER

SAUNAS & STEAM BATH

Look forward to our new offer for guests with even more relaxation ceremonies and enjoy soothing scents in the infusion and herbal sauna. For a given reason, no wedeling are held during these ceremonies.

We have raised the temperature in the saunas to a minimum of 70°C. Unfortunately, we are not allowed to open the steam bath for you at the moment.

CLEANING AND DISINFECTION

Our very high cleaning standards have been further intensified. We have increased the frequency of cleaning and disinfection measures in all areas.

You can find additional hand disinfection dispensers in the LIQUIDROM on various stands.

RELAXATION AREA

In order to maintain the prescribed minimum distance, you will find helpful distance markings in some areas.

We would like to thank you in advance for your assistance in maintaining the distancing rules - also in the saunas and pool facilities.

WHAT YOU SHOULD BE AWARE OF

If we follow the additional hygiene and safety measures and show respect for each other, nothing stands in the way of your relaxed visit. For this purpose we also need your help and ask you to follow our covid-19 rules: ➔



RELAX WITH DISTANCE



BOOK YOUR RELAXATION!

For your comfort and safety, we start the operation with a limited number of visitors. In order to secure your seat and to enable a quick check-in, we therefore recommend you to book your admission in advance at WWW.LIQUIDROM-BERLIN.DE.



HEALTH FIRST!

In case of indisposition, respiratory diseases or body temperature above 37.5 °C please do not visit the LIQUIDROM. Only healthy guests are allowed to enter the LIQUIDROM.



RELAX WITH DISTANCE!

Please keep the prescribed minimum distance of 1,5 metres to other guests and our staff in all areas. Families or couples may of course lie together, relax and float.



WE MAKE SURE THAT THE INDIVIDUAL AREAS ARE NOT OVERCROWDED!

In our pools and saunas, we have defined a limit for the number of guests allowed in each case. Please make sure that this number is not exceeded and stick to the marked zones.



SAFE IN THE SPA!

Our loungers and seats are aligned with the required minimum distance and must therefore not can be moved.



FEEL GOOD AND RELAX!

Please always place a sufficiently large towel between yourself and the surface of the bed to avoid contact between skin and surface.



ALWAYS STAY CLEAN!

Regularly wash your hands thoroughly with soap (at least 20 seconds). In addition, all central points disinfectant dispenser for Order. Also note the cough. and sneezing etiquette!



WE CLEAN AND DISINFECT REGULARLY!

All contact surfaces, the sanitary facilities, massage beds, touch devices, are cleaned and disinfected by us at regular intervals.



MOUTH AND NOSE PROTECTION IS OBLIGATIONAL!

Please wear a mask on all walks. This applies to the entire spa area.



CASHLESS PAYMENT IS SAFEST!

To mark the occasion, a cashless payment preferred. **NO DESIRE TO WAIT?** Use our express terminals when checking out.



SAUNA KNIGGE



DURING THE STAY

Every guest must be aware of the increased risk of accidents in bathrooms caused by wet floor surfaces. For this reason, special caution is required in all guest areas and non-slip bathing shoes should always be worn outside the pools. Bathrobes and towels are available for a rental fee. Before using the facilities, each guest must clean and dry himself thoroughly.



DIGITAL DETOX

Out of consideration for other guests, smart phones and mobile phones should be turned off and along with all photo equipment in the locker. Please close all the valuables in your locker.



RELAX AND FLOAT

In the large sound pool, the wearing of swimwear and absolute silence is obligatory. In all other pools you are allowed to be naked or swimwear. The wearing of underwear in all pools as well as jumping in is not allowed. Please take a shower before using the pools.



SAUNA AREA (TEXTILE-FREE)

Our saunas, steam bath and cooling pool are a textile-free area. Please entrance without your bathing clothes here and use a large towel as an underlay on the sauna benches (including your feet). The steam bath is used without a towel. A fresh water hose is available for cleaning the seating area.

The use of the saunas under the influence of alcohol is prohibited.

Own infusions may not be brought along and used in the sauna. Infusions are only made by LIQUIDROM staff.



COUCH RESERVATION

We want all our guests to have a free berth at all times and always have a free choice of berths. For this reason, we ask you not to reserve any berths and to use our numerous storage compartments and baskets instead. Please understand that our staff will vacate berths in case of a longer absence or upon request by guests.



PSST

Please avoid loud conversations throughout the LIQUIDROM and reduce the exchange of tenderness to a minimum.

Each guest must behave in such a way that no other guest feels harassed by him/her.



SMOKE

Please smoke only in the designated outdoor area.

Seating is available there.



ENTRANCE

OPENING HOURS

We welcome you daily from 9 am to midnight, and on Fridays and Saturdays from 9 am to 1 am.

ONLINE RESERVATION

For your comfort and safety we start with a limited number of visitors. In order to secure your place and a quick check-in, we ask you book to book your entry for your preferred time in advance.

The online ticket includes our floating pool, sound pool and the Japanese inspired outdoor area with the hot water onsen pool. If you decide to visit our saunas, you will be charged an additional 2,50 €, which you can pay by check out.

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CANCELLATION AND REBOOKING OF TICKETS BOOKED ONLINE & DELAY

Please understand that the online tickets are booked for a certain period of time and cannot be exchanged or returned. An extension of your stay is possible on place. The charge for every started half hour is 2,50€ until the next tariff.

VOUCHERS

VOUCHERS AND 11-CARDS

If you own LIQUIDROM voucher or 11-card and you book your ticket online, you can use it as payment method for your online booking. Enter the code on your voucher/11-card in the online store and we will charge you the value of your voucher. For vouchers, the basis for the charging is the purchase price on the date of purchase and the remaining value on the 11-card. If the remaining value of the voucher/11-card exceeds the amount of your booking, you will receive a voucher for the remaining value by email.

VALIDITY OF THE VOUCHERS

Vouchers already purchased are generally valid for 3 years and have been automatically extended by 4 months due to the covid-19 closing phase.

ADDITIONAL OFFERS

PEOPLE WITH HANDICAP

Guests with handicap will receive free entry for one accompanying person upon presentation of an identification card marked "B". The handicapped person can only book an online ticket for himself in advance - online booking is recommended to secure your place. The accompanying person receives free entry on place.

EVENTS

We will continue to make sure that every day at LIQUIDROM is a special experience. You can find current information about our detailed guest program on our event page at WWW.LIQUIDROM-BERLIN.DE/EN/EVENTS.PHP.

The LIQUIDROM music evenings are already included in the entrance fee.



ADDITIONAL OFFERS

MASSAGE

You can pre-book your requested massage anytime online at WWW.LIQUIDROM-BERLIN.DE. For individual requests our team is gladly to help you via email at INFO@LIQUIDROM-BERLIN.DE. If you have booked your massage online, you can postpone your appointment independently within 24 hours. In case of a postponement of the reservation booked by phone or in writing, please contact our reception team. Wearing a mouth-and-nose protection during your massage is obligatory.

GASTRONOMY

Discover our selection of soft drinks & snacks or let our gastronomy team delight you with a delicious daily offer of local specialties.