House Rules of the Pediatric Clinic Garmisch Partenkirchen gGmbH

Dear children, teenagers, young adults, relatives and visitors[1],

We warmly welcome you to the Center for Pediatric and Adolescent Medicine.
In a place where many people come together, good cooperation and mutual consideration are necessary. These house rules are intended to contribute to this and have been created especially to aid in reconvalescence of our patients.

1Note: The masculine form used in this text shall apply to persons of any gender.

1 Scope and liability

These house rules are binding for all in-patients, out-patients and accompanying persons, visitors and other persons entering the hospital premises, including the "Villa" (Gehfeldstr. 7). In addition, the house rules of the Villa and the staff dormitory apply to tenants and overnight guests. These house rules are part of the General Terms and Conditions of the hospital (AVB).

2 Praise and Criticism - Complaint Management - Patient Advocate

Our goal is to keep improving. Praise and criticism are very important for us to achieve this goal. You therefore have several options to give us feedback:

- Direct personal feedback: Please contact us personally at any time – if your criticism cannot be solved directly, it will be forwarded promptly to our Complaint Department.
- E-mail: You can also contact us via email: info@rheuma-kinderklinik.de.
- Patient Questionnaires: For suggestions or criticism you can use our displayed patient questionnaires (also anonymously) and insert them into the appropriate ward letterboxes.
- Patient Advocate: When conflicts or problems arise you can contact our official independent patient advocate. You will find a notice about this on your ward.

3 Basic Rules

3.1 The instructions of the clinic staff must be followed.
3.2 Please note the existing legal regulations regarding youth protection.
3.3 Maximum consideration and quietness must be observed in all areas.
3.4 Minors are not permitted to smoke or to carry or consume alcohol or intoxicants.
3.5 Smoking is not permitted for adults in the hospital area except in the designated areas. The consumption of cannabis is also prohibited in the designated smoking areas and in the “Villa”. Cigarette butts must be disposed of safely in the designated containers. The consumption of alcohol and intoxicants (including cannabis) in the hospital area is also prohibited for adults.
3.6 Open light or fire (e.g. candles) are not allowed.
3.7 The use of personal means of transportation (e.g. scooters, skateboards, waveboards) is not allowed in the hospital except for medically necessary appliances (e.g. wheelchairs) and baby carriages.
3.8 Please report hazards directly and immediately to the staff.
3.9 In case of fire and other emergencies the orders of the hospital staff, the fire brigade or police must be obeyed. Emergency measures must not be obstructed.
3.10 For reasons of hygiene the best possible cleanliness must be ensured in the premises of the hospital and for equipment and furnishings. Please use the waste bins for your rubbish.
3.11 Visitors are asked not to sit on or lie in the patient beds.
3.12 Persons with known transmittable diseases may not enter the clinic without consulting a doctor.
3.13 For reasons of hygiene it is not permitted to bring potted plants or pets into the entire hospital area. Exceptions only apply to therapy animals approved by the management. Do not feed any animals on the hospital grounds.
3.14 Do not remove any items from the rooms.
3.15 Please do not hang or throw any objects out of the windows or from balconies.
3.16 Do not fetch tables and chairs onto the balcony. Please do not let your children play unattended on the balconies. Present parents have the duty of supervision for their child.

3.17 It is explicitly prohibited to bring knives or other dangerous items onto the hospital grounds. These must be handed at the reception.
3.18 Presence in the operating and utility areas of the hospital is only allowed with permission.
3.19 It is not permitted to engage in economic or political activities on the hospital grounds (esp. selling, advertising, collections, performances) without the consent of the hospital management
3.20 It is not permitted to record audio, video or make photographs of the clinic, staff and other patients without the consent of the hospital management. Legal regulations regarding privacy must be observed.
3.21 Patients and visitors must behave in such a way that religious activities are not disturbed.

4 Hospital services, facilities and opening times

4.1 Hospital opening times
Monday to Sunday 8:00 a.m. to 9:30 p.m.
Visiting hours 8:00 a.m. to 8:30 p.m.
In exceptional circumstances (e.g. in case of epidemic/pandemic) alternate visiting hours can be imposed. These will be announced via public notice.

4.2 Use of hospital equipment
All furnishings and appliances are to be treated with care. The premises should be left clean and tidy.
Technical equipment (e.g. elevators, intercommunication systems) may only be used according to its purpose. Safety devices must not be damaged, adjusted or made inoperable (e.g. wedging fire doors).
In case of any damage of hospital property the hospital staff has to be informed immediately.
For intentional or negligent damage to hospital property, compensation can be claimed. Liability for damages is governed by the general legal provisions

4.3 Money, valuables and property
We will not accept any liability for any property (e.g. money, valuables, records) that patients or other persons bring into the clinic. We recommend that you hand any unneeded amounts of money and any other valuables over to your family. Within reasonable quantities, arger amounts of money and valuables can be deposited for safekeeping at the reception. Lost property must be handed at the reception or to the ward staff. For the liability of patients' property, the General Terms and Conditions apply.

4.4 Meals and dining
The catering of patients depends on the general menu or by special doctor's orders (e.g. diet).
Leftovers must not be stored for hygienic reasons.
The staff in the dining room is advised to only hand out food during opening hours and in return for a meal ticket. Meal tickets are available at kiosk or at the reception.
Dining room opening times: see notice

4.5 Clinic garden and movement park
Opening times 9.00 a.m. to 7 p.m. (June to August 9.00 a.m. to 9.00 p.m.).
Attention: the door opens and closes automatically and is time-controlled. Please leave the park on time.
There is no supervision by the hospital staff. Patients under 18 years are permitted access only with the consent of a legal guardian or in their accompaniment. Present parents have responsibility for supervision and are liable for their children.
Playing ball games is permitted only with softball. Softballs can be borrowed on every ward.
Please throw your garbage in the garbage can next to the door. Smoking is prohibited in this whole area.
Please consider that patients rooms border directly on to the garden and be considerate of this.

4.6 Kiosk
The kiosk is not operated by the Children's Hospital. In case of any questions please ask the shop clerk directly. *Opening times*: see notice

5 Hospitalization

5.1 Appointments

It is important that you are on time for all appointments. Please inform your ward or the information desk as soon as possible if you cannot attend your appointment or are delayed. Please bring all the necessary documents with you for your appointment.

5.2 Duration of hospital stay, discharge and leave

The duration of the hospital stay depends on the treatment, which is planned by the attending physician in consultation with you. Please keep in mind, that only a sufficiently long hospital stay ensures efficient treatment.

Discharge at your own request: This is done on your own responsibility and at the risk of the patient and/or the legal guardian. If you want to be discharged early against medical advice, you will be advised as to possible resulting consequences.

Discharge management: We take care of you after your stay. Talk to the doctor responsible or the staff of the nursing service.

Leave of Absence: In important cases you can be granted temporary leave. This you need to arrange with your doctor. The leave of absence is documented.

5.3 Daily routine, including rest periods

You will find the daily routine as a notice on display on your ward. If necessary, you can also speak to the nursing staff.

Attendance: During medical rounds, the treatment and care periods and during the period of bed rest, the patient's room should not be left.

Rest periods: The rest periods on the wards are defined by the notices of daily routines displayed on the wards. As a rule, nighttime curfew for all areas starts at 10 p.m. at the latest.

5.4 Patient rooms

The allocation of beds is carried out by the nursing staff.

In the patient rooms you will have limited space available. Bring only the most important personal things. Do not place any luggage or large items on the windowsills, or directly in front of the window. The reflection of sun rays can lead to stress cracks in the windows.

5.5 Dress code

When leaving the patient room, patients must be dressed appropriately (e.g. bathrobe) and wear suitable footwear. Bathing shoes are obligatory for the swimming pool area.

5.6 Leaving the hospital

Patients who desire to temporarily leave the hospital grounds, require permission from the physician or the nursing staff. Patients in areas designated for the care of infections diseases may leave only with the permission of the doctor.

With the written consent of the parent or guardian, children over 14 years of age are allowed to leave the hospital at their own risk. Children under 14 are allowed to leave the hospital accompanied by family members, and with a written consent of the legal guardian also in the company of other patients' family members. 'At own risk' means that the insurance coverage of the hospital as well as the supervision and duty of care to the patient will be suspended on leaving the hospital grounds.

Each patient must sign out before leaving the ward from the responsible nursing caregiver and immediately log back in on return. In all other cases this is an unauthorized exit from the clinic, for which we cannot accept either responsibility or liability. You may have to pay applicable costs if your health insurance refuses to cover these times.

Therapeutic applications and pedagogical activities outside the hospital grounds accompanied by an employee or commissioned volunteer helper (e.g. horse therapy, Villa-evening) are considered part of in-patient treatment and are thus insured accordingly.

In exceptional circumstances (e.g. in case of epidemic/pandemic) permissions on exiting the hospital can be restricted.

5.7 Medicines

The prescribed drugs are administered to patients by doctors or by the nursing staff, if advised by a doctor. Other medicines and drugs, as well as medicines brought with you may only be taken after prior consultation with your treating physician.

5.8 School for patients and compulsory education
Compulsory education generally also applies for the duration of your hospital stay. An exemption from this must be agreed with our school management or the responsible physician.

5.9 Aids and therapy scooter
All medical aids made available to the patient should be handled with care and given back unrequested at time of discharge. If necessary, you can borrow medical aids against a deposit. Talk to the nursing staff.
Make sure that your children ride the scooters at a reasonable speed.

5.10. Use of video, audio and communications media and other electric devices
The staffs' instructions regarding all electric equipment and its use are to be followed. Bringing battery-powered e-scooters into the hospital is not permittet.
When using media, the provisions of the Youth Protection Act (Jugendschutzgesetz) are binding. Teenagers may only bring media to the hospital that are approved for their age in accordance with the FSC label. The staff is entitled to collect non-suitable media for the duration of the stay.
Private televisions may not be brought and operated. Audio and video playback devices may be used in the rooms only after approval by the nursing staff and the other patients and in low volume. During rest periods these must not be operated. Outside patient rooms, these may only be used with headphones.
Smartphones, mobile phones and other devices may not be operated in the patients' school or during therapies and meals.
The use of other electric devices (e.g. heating appliances, hotplates) is not allowed. Exceptions are devices used for personal hygiene (e.g. hair dryer, shaver, electric toothbrush). Only technically faultless electrical devices are allowed to be used. The owner is liable for private electronic devices brought to the hospital and any damage caused by these.

6 Violations of the House Rules and House Regulations

The managing director or a person authorized by him shall enforce the house regulations.
In case of violations against these rules patients, accompanying persons and visitors or other persons can be banned from the premises.

Garmisch-Partenkirchen, August 1st 2026

The management

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