



Waiver: Solace Sauna Terms & Conditions

Solace Sauna Terms & Conditions and Waiver

Welcome to Solace Sauna! By booking with us, you agree to the following Terms & Conditions, which ensure a safe and enjoyable experience for everyone. These terms apply to all participants, and if you are booking on behalf of others, it is your responsibility to ensure they are aware of these guidelines. Breaching these terms may result in immediate termination of your session.

Disclaimer

It's important to ensure you are in good physical and mental health before using the sauna.

Use of the sauna is undertaken at your own risk. Solace Sauna has taken all necessary steps to minimise potential hazards in compliance with UK Health and Safety regulations. However, participants must assess their own physical and mental fitness before use. If in doubt, please consult your GP before booking. We strongly advise seeking medical advice if any of the following conditions apply to you:

- Epilepsy or seizures
- Joint or muscle injuries
- High or low blood pressure
- Pregnancy or suspected pregnancy
- Pacemaker or defibrillator presence
- Asthma or other respiratory conditions
- Heart attack, stroke, or cardiovascular conditions
- Recent surgical implants, such as metal pins or rods
- Diabetes with peripheral neuropathy or reduced sensation
- Medical conditions affecting the ability to sweat (e.g., anhidrosis)
- Medications that affect heat response, including antihistamines, anticoagulants, vasoconstrictors, vasodilators, stimulants, tranquillisers, or sleeping pills
- Recent heavy meals (within 1.5 hours) or intense exercise (allow time for body temperature to normalise)
- Contagious diseases, infectious skin conditions, open sores, or wounds

Please note: Everyone's body responds differently to heat, so listen to your body's signals and adjust your time in the sauna as needed. No set time works for everyone, and it's important not to push yourself beyond your comfort zone. We recommended limiting your sauna sessions to no more than 15 minutes at a time (we recommend 0-8 minutes for beginners, followed by cooling down outside and/or a brief cold shower).

If you experience dizziness, nausea, discomfort, or illness while using the sauna, exit immediately and seek medical attention if necessary.



Health & Illness Policy

Please do not attend your booking if you are unwell (e.g. cough, cold, flu-like symptoms, or high temperature). We reserve the right to refuse entry to anyone showing symptoms, for the safety & comfort of other guests and staff.

Our cancellation policy still applies if you are unable to attend due to illness. We'll always do our best to help you reschedule within the cancellation policy guidelines, but as a small business with limited capacity, we cannot refund or reschedule late cancellations.

Acknowledgement of Risks

While the sauna is designed to be a relaxing and beneficial experience, there are inherent risks, including:

- Raised internal body temperature
- Risk of airborne illnesses or viruses
- Slippery surfaces due to water, ice, or mud
- Adverse weather conditions, including storms, wind, or rain
- The potential for collisions or accidental contact with other users
- Exposure to high sauna temperatures and cooler external conditions, including wind chill
- Contact with hot equipment such as the sauna stove, benches, or rocks (always use a towel)

Cold Water Swimming

If you choose to enter a plunge pool or nearby body of water (river, lake, or sea) for cold water immersion, this is done entirely at your own risk. Solace Sauna cannot be held responsible for any incidents that may occur.

Cold Plunge Use: At some of our sites, we may have a cold plunge. If you choose to use the cold plunge, you do so at your own discretion and risk. Please be aware that the water temperature is typically maintained between 8–15°C to ensure an effective cold therapy experience. We advise users to consult with a medical professional if they have any underlying health conditions, and to listen to their body at all times. Cold water immersion is entirely voluntary and should only be undertaken by those who feel confident and physically able. Bathers must shower before using the cold plunge to ensure hygiene.

Sauna Use for Children

- Children under 16 are not permitted in the sauna during standard communal sessions. If you would like to book a session including a child under the age of 16, please email info@solacesauna.co.uk.



- Children under the age of 18 must be accompanied by an adult. You will be required to complete a separate waiver.
 - Children under 16 are not permitted to use the cold shower or plunge, as young children regulate their temperature differently from adults.
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Safety Guidelines

For your safety and the safety of others:

- Please shower before arriving.
 - Sit on a towel at all times.
 - Only wear swimwear; nudity is not permitted.
 - Do not use essential oils in the sauna without permission.
 - The use of incense/similar substances is prohibited in the sauna.
 - Remove any hanging jewellery before entering to prevent burns.
 - When pouring water on the sauna rocks, start from the furthest point away from you to prevent scalding. Only water provided by Solace Sauna can be drizzled on the rocks. The sauna host will drizzle scented water on the stove rocks during the session.
 - Solace Sauna is not responsible for any lost, stolen, or damaged personal belongings. It is recommended that you leave valuable items locked in your car.
 - Do not touch the stove, stove door, flue chimney, sauna rocks, or fire guards.
 - Alcohol and drug use are strictly prohibited before and during sauna sessions.
 - Smoking, including e-cigarettes, is not permitted in or around the sauna.
 - Glassware is not allowed in the sauna. Any injuries caused by broken glass are the individual's responsibility.
 - Sauna etiquette must be followed: enter and exit with care, remove shoes before entering, and limit sessions to 5-15 minutes per round (max 20 minutes total).
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Accessibility

Due to the nature of an outdoor mobile sauna and the locations we use, there are some areas where accessibility may need to be considered. There could be uneven ground, a distance to walk and poor lighting at certain times of the day. There is LED lighting in the sauna.

Please be mindful of:

- Slippery surfaces
- Uneven ground
- Wind exposure
- Appropriate footwear and clothing for the conditions

By booking a session, guests acknowledge the outdoor nature of the experience and accept personal responsibility for travelling to and from the sauna safely. If you have any concerns about access or conditions on the day, please contact us before travelling.



Allergies, Essential Oils & Sauna Rituals

During sauna sessions, essential oils and natural ingredients may be used to enhance the experience. These can include, but are not limited to, lavender, mint, basil, orange, rose, honey, oak, birch, coconut, and other botanicals.

By participating in a Solace Sauna session, you acknowledge that:

- It is your responsibility to inform Solace Sauna staff before your session of any allergies, sensitivities, or medical conditions that could be affected by heat, essential oils, or natural materials.
- If you have booked a sauna ritual (including treatments such as face masks, body scrubs, leaf whisking, or similar), you understand that participation and use of any products are entirely voluntary, and it is your choice and responsibility to use them.
- Leaf whisking involves gentle contact with leaves during sauna rituals and is completely voluntary and optional. The sauna master will always ask for your permission before making any contact with your body. You are free to decline or stop at any time.
- Although every precaution is taken, you understand that there is a risk of skin irritation or allergic reaction; Solace Sauna cannot be held liable. You will inform Solace Sauna staff immediately if you experience any irritation, discomfort, or adverse reaction during your session.

Booking, Payment, Rescheduling, and Cancellation

Please log in to your member account on the website to cancel or reschedule your upcoming bookings within our cancellation policy.

- Full payment is required to secure your booking.
- Cancellations within 48 hours (2 days) of your booking are non-refundable and cannot be rescheduled. The full booking fee will be charged.
- Cancellations 3-6 days prior to your booking are non-refundable but can be rescheduled. Simply log in to your member account on our website to reschedule your booking, provided it's within our policy timeframe. If you need to reschedule, please do not cancel your existing booking. Instead, please reschedule your session through your members' area free of charge or email us.
- Cancellations 7 days+ before your booking are eligible for a full refund (minus a £2 administration and transaction fee).

If you're unable to attend last minute, you can gift your session to a friend or family member. Please ensure that they read and submit the [waiver form](#). If you are within the allowed cancellation period, Log into your account and go to 'Your Bookings'. You can then select to cancel the session. Please sign up to Solace Sauna as a member to be able to access the members' area.



Important: If you have cancelled a booking, you must request a refund by emailing info@solacesauna.co.uk. Refunds are subject to our cancellation policy.

Please note that Solace Sauna reserves the right to deny entry to anyone who appears intoxicated or poses a health and safety risk. Refunds will not be issued in such cases.

Solace Sauna accepts no liability for injury, illness, accident, loss, or damage arising from sauna use, sea swimming, or use of the surrounding facilities.

Weather Policy

When booking, guests should understand that sessions will go ahead in most weather, including rain, wind, and cold, as part of the wild sauna experience. Sessions will only be cancelled by Solace Sauna where conditions are deemed unsafe to operate. If the sauna is closed due to unforeseen circumstances, we will contact you to offer a refund or reschedule your booking. However, we do not provide refunds or credits for unfavourable weather if it is deemed safe to operate. Weather that is uncomfortable but not unsafe (including heavy rain, cold temperatures, or moderate wind) will not qualify for cancellation, rescheduling, or refunds, and sessions will continue as scheduled.

Acknowledgement, Waiver, and Release of Liability

I, the undersigned, hereby understand, acknowledge, and agree to the following:

1. I have been informed that the use of sauna facilities and any associated cold-water immersion involve exposure to high temperatures, cold conditions, and potential risks to my health.
2. I have read, understood, and agree to adhere to all guidelines, FAQs, safety instructions, and warnings provided by Solace Sauna regarding the use of their sauna and associated facilities.
3. I am aware of the potential risks associated with the use of saunas and cold-water immersion, including but not limited to dehydration, heat exhaustion, fainting, dizziness, hypothermia, and other health-related issues.
4. I confirm that I am in good health and do not have any medical conditions, injuries, or illnesses that would prevent me from safely using the sauna or cold-water immersion facilities. If I have any medical concerns or pre-existing conditions, I have consulted with a healthcare provider before participating.
5. I agree to follow all safety guidelines and instructions provided, including recommendations for sauna duration, hydration, and safe cooling methods.



6. I acknowledge that cooling in natural water sources, such as the sea, rivers, or lakes, is entirely at my own risk. Solace Sauna does not provide lifeguard services or supervise natural water access.

7. If I have booked on behalf of others, I confirm that I have shared this information with all participants in my group and that they understand and agree to these terms. I also confirm that all participants are fit to participate and have no medical contraindications.

By signing this waiver, you acknowledge that you understand and agree to these Terms & Conditions. You accept the risks associated with sauna use and will act responsibly to keep yourself and others safe. Participation is voluntary, and you are free to stop at any time.

If you are booking on behalf of a group, you are responsible for ensuring all participants are informed of these terms and follow them.

Signed:

Print name:

Date:

For any questions or concerns, please contact us at info@solacesauna.co.uk.

We hope you have a relaxing and rejuvenating experience at Solace Sauna!