



## Solace Sauna Cancellation Policy

At Solace Sauna, we have designed our cancellation policy to ensure that both our business and customers are treated fairly while also accounting for the costs we incur in preparing for your sauna session. Please familiarise yourself with our cancellation guidelines below.

### Cancellation Guidelines

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](mailto: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.

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### Rescheduling

We understand that sometimes unexpected circumstances may arise. If you need to reschedule your session, please send an email to [Info@solacesauna.co.uk](mailto:Info@solacesauna.co.uk), including your booking details (Name, Date, Time, and Location). We will do our best to accommodate your request. If you need to reschedule, please do not cancel your existing booking, make a new one at your preferred time, and then request a refund for the original booking, as a processing fee will apply. Instead, please reschedule your session through your members' area free of charge.



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## No-Show Policy

If you fail to attend your appointment or cancel on the day of your booking, **no refund will be issued**, and the booking cannot be rescheduled.

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## 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.

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## Arrival

To ensure a timely start to your session, customers are required to arrive **5 minutes before** their **scheduled appointment**. If you arrive late, you will only be able to use the remaining time in your booked slot, and we cannot extend your session beyond the scheduled end time. We appreciate your understanding and cooperation in helping us maintain our schedule for all guests.

We recommend wearing your bathing costume underneath versatile clothing, as there is no additional time for changing included within the 60-minute session. This will help you make the best use of your time. Additionally, for comfort purposes, please be aware that our changing room is small and shared among mixed genders. Toilet facilities may be available depending on the operational location of the day.

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## Balance of Fairness

Our goal is to balance flexibility for our customers with the operational costs we incur for each session. We appreciate your understanding and cooperation with this policy, which helps us maintain the high standards you expect from Solace Sauna.

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We look forward to providing you with an exceptional experience at Solace Sauna. Should you have any questions or concerns regarding this policy, please don't hesitate to contact us.