



## Best Practices and Etiquette for Comfortable and Safe Sauna Use

The following guidelines and conditions are set to ensure the safety and enjoyment of all users at Solace Sauna. Please review this information carefully before using our sauna services. By using our sauna, you agree to follow these terms and conditions.

### What to Bring

To ensure a comfortable and enjoyable experience, please bring the following items:

- **Swimwear:** Wear appropriate swimwear that meets hygiene and safety standards.
- **Towels:** Two towels - one to sit on for hygiene and heat protection, and one for drying off after your session.
- **Beach Shoes / Flip-Flops:** Protect your feet and stay clean while moving around the facility.
- **Water Bottle:** Bring a reusable water bottle to stay hydrated.
- **Personal Care Items:** Optional hygiene products for post-session use (e.g., deodorant, moisturiser).

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### General Rules

- **Always** sit on a clean towel.
  - All users enter and use the sauna at their **own risk**.
  - **Alcohol, smoking, and nudity** are strictly prohibited.
  - **Remove** all jewellery before entering the sauna to avoid burns.
  - A **maximum of 8 people** is allowed in the sauna at any one time.
  - If you are booking on behalf of a group, it is **your responsibility** to inform all participants of these terms and ensure they follow them.
  - Solace Sauna is not responsible for the **loss or damage** of personal property.
  - **Remove shoes, sandals, or wetsuit boots** before entering the sauna.
  - **Limit sauna sessions to no more than 15 minutes** per cycle (0–8 minutes for beginners).
  - Follow staff instructions on how to pour water onto the rocks safely. **Only use the provided sauna water**.
  - **Listen to your body** - exit the sauna immediately if you feel unwell, overheated, or dizzy and cool down thoroughly. It's meant to be enjoyable, not a test of endurance!
  - **Do not touch** the stove, stove cage, flue, or rocks, as these surfaces become extremely hot.
  - Solace Sauna staff and supervisors reserve the right to refuse admission to anyone who is intoxicated or presents a **health and safety risk**.
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## Arriving at the Sauna

Please arrive at the agreed time as other people may have booked the sauna before or after you. Please arrive 5 minutes before your session. Please arrive with minimal belongings as we have a compact storage room. **We do not have changing facilities**, so please arrive “sauna ready”, as you would the beach. We recommend arriving in your bathing costume underneath your clothing and bringing easily put-on clothing for after your session. Depending on the location of operation, there may also be toilets and changing facilities available for your use.

To ensure a safe and pleasant experience for all, the following rules must be adhered to when using the sauna:

- Avoid heavy meals and alcohol on the day of your sauna session.
- Arrive 5 minutes before your scheduled session. Late arrivals may affect your sauna time.
- Wear sturdy footwear with a good grip, as surfaces may be wet or muddy.
- Storage facilities are compact and shared. We recommend arriving with your bathing suit already on and bringing easy-to-change clothing for after your session. Arrive “sauna ready”, as you would the beach

We kindly request that visitors to The Lookout Café at Lepe Beach refrain from entering in swimwear or using the café toilets as changing facilities. Please ensure you are appropriately covered when visiting. Outdoor toilets are available for your convenience.

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## Family Policy

- Children under 16 are not permitted in the sauna. If you would like to book a session including a child under the age of 16, please email [info@Solacesauna.co.uk](mailto:info@Solacesauna.co.uk).
- Children under the age of 18 must be accompanied by an adult.
- 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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## Cold Water Use

- **Cold Shower:** Use the cold shower briefly after your session to cool down. Be mindful of other users.
- **Ocean Use:** If you choose to swim in the ocean after your sauna, **you do so at your own discretion and risk**. Ensure you are a confident swimmer and aware of local conditions like tides and currents. **Solace Sauna assumes no responsibility** for ocean safety.
- **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 8–12°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.

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## Sauna Etiquette

- Respect others in the shared sauna space. If someone disturbs your experience, address it politely or inform staff.
  - Alcohol, smoking, vaping, and nudity are prohibited.
  - Consult fellow bathers before pouring water on the rocks to create steam.
  - Only use approved sauna water on the rocks. Other liquids or substances are prohibited. For example, essential oils and incense.
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## General Safety Use

Your safety is of utmost importance. We have done our best to make your visit to the sauna as safe as possible. A risk assessment is in place, which is reviewed every six months. The identified risks include slipping, tripping, falling and the risk of burning. This also includes information regarding safety equipment in the sauna, such as fire gloves, carbon dioxide monitor, a fire extinguisher, a fire blanket, a first aid kit, a burns kit, and a card with emergency information. Outside the sauna is a hose and bucket in case of fire.

- Stay hydrated before, during, and after your session.
  - Remove all metal items, including jewellery and watches, to avoid burns.
  - Wear appropriate swimwear and sit on a clean towel for hygiene and heat protection.
  - Enter the sauna cautiously and adjust to the heat gradually.
  - Alternate between heat and cooling down to prevent dizziness or fainting.
  - Use cold showers or step outside to cool off if the heat becomes overwhelming.
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## Potential Hazards

Be mindful of these risks while using the sauna:

- Burns from hot surfaces.
  - Dehydration due to excessive heat.
  - Slips and falls on wet or muddy surfaces.
  - Fire or fumes from improper items placed near the stove.
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## Emergency Measures

To ensure your safety, Solace Sauna is equipped with:



- A first aid kit and burns kit for medical emergencies.
- A hose and bucket outside the sauna for fire safety.
- Fire gloves, a carbon dioxide monitor, a fire extinguisher, and a fire blanket.

If an emergency arises, follow the instructions provided by staff and use the available safety equipment as needed.

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By following these guidelines, you help ensure a safe and enjoyable experience for everyone. If you have questions or need assistance, please ask a staff member.

**We look forward to providing you with a relaxing and rejuvenating sauna experience at Solace Sauna!**