



## 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.

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### Disclaimer

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
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- 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

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

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## **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)
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## **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.

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## **Sauna Use for Children**

- 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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## **Safety Guidelines**

For your safety and the safety of others:

- 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.
- 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.

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### 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, 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, or similar), you understand that participation and use of any products are **entirely voluntary**, and it is your choice and responsibility to use them.
- Although every precaution is taken, you understand that there is a risk of skin irritation or allergic reaction. You will inform Solace Sauna staff immediately if you experience **any irritation, discomfort, or adverse reaction** during your session.

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### 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.

- 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 can be rescheduled. Simply log into 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, 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.

- 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.

**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.

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## Weather Policy

Solace Sauna remains open in all weather conditions except severe situations such as strong winds or electrical storms. 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.**

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## Waiver

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](mailto:info@solacesauna.co.uk).

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