



Standards of Service

OUR COMMITMENT TO YOU

At Solace Sauna, we prioritise your experience and satisfaction. Our commitment is to provide clarity regarding our services, pricing, and availability, ensuring you have all the information you need to enjoy your time with us.

- **Transparent Service Offerings:** We will clearly outline the services available, along with their schedules and associated costs, so you can plan your visit effortlessly.
- **Open Feedback Channels:** We value your feedback and will facilitate easy communication for you to share your thoughts about our services. Your input is crucial for our continuous improvement.
- **Trained and Professional Staff:** Our staff members are equipped with the necessary training to provide you with the highest level of service, ensuring a safe and enjoyable environment.
- **Clean and Safe Facilities:** We are committed to maintaining a clean and safe sauna experience for all our patrons, adhering to the highest hygiene and safety standards.

OUR STANDARDS

- **Value-Driven Services:** We aim to deliver services that provide excellent value for money, with precise information about our sauna offerings, activities, operating hours, and pricing.
- **Responsive Customer Care:** We take customer feedback seriously. All comments, suggestions, and complaints will be addressed thoughtfully and transparently, with appropriate follow-up actions communicated within a defined timeframe.
- **Knowledgeable Staff Support:** Our experienced and friendly team is dedicated to making your visit enjoyable and safe. We are here to assist you with any inquiries or support you may need during your time at Solace Sauna.
- **Commitment to Health and Safety:** We uphold stringent health and safety standards to ensure a clean, comfortable, and secure environment for all our guests. This is part of our broader **Health and Safety Policy**, which outlines our practices to protect your well-being.

For further details about our policies, please refer to our website policies section.



Safeguarding Policy for Solace Sauna

Policy Statement

At Solace Sauna, we recognise our duty of care to safeguard and promote the welfare of all individuals using our leisure sauna services, specifically for those aged 16 and above. We are committed to creating and maintaining a safe organisational culture where every visitor can enjoy their time with us in a secure and welcoming environment. This policy statement, along with the accompanying procedures, has been developed to meet our safeguarding responsibilities and to ensure that we respond effectively to any concerns that may arise.

We prioritise the safety and welfare of everyone who uses our sauna facilities, encouraging them to thrive in a safe atmosphere. We engage with our clients in a manner that respects their dignity and values their input, actively listening to their views and concerns.

Responsibilities

Everyone associated with Solace Sauna—staff, volunteers, and management—is responsible for recognising safeguarding concerns, regardless of where or how they arise. This includes situations where individuals at risk may be affected by family members, other clients, or staff behaviours. Additionally, this policy aims to protect the interests of our staff and uphold the esteemed reputation of our organisation.

Scope

This policy applies to all individuals working for Solace Sauna, both paid and unpaid, collectively referred to as "staff" throughout this document. All personnel are expected to be familiar with this policy and its procedures and to know how to act upon any concerns related to safeguarding.

This policy will be introduced during staff induction and made readily available at Solace Sauna upon request.

Principles

In our commitment to safeguarding, we will uphold the following principles:

1. **Safety First:** The safety and welfare of individuals who use our sauna services will always be our top priority.
2. **Equality of Protection:** All individuals, irrespective of age, disability, gender, race, religious belief, sexual orientation, or any other characteristic, have an equal right to protection from harm and abuse.
3. **Responsiveness:** All suspicions or allegations of harm will be taken seriously and addressed promptly using our established procedures.
4. **Collaboration:** We will work in partnership with other agencies and professionals to manage safeguarding concerns. Information will be shared with relevant agencies with a legal obligation to act, involving affected individuals and their parents/carers as appropriate. Safeguarding information will be securely stored and handled in accordance with our Privacy Policy.
5. **Support for Staff:** We will fulfil our duty of care to our staff by:



- Providing a comprehensive code of conduct to encourage best practices.
 - Offering training and supervision to equip staff with the skills necessary for safeguarding individuals and protecting themselves against potential misunderstandings or allegations.
 - Ensuring ongoing support for staff as needed.
6. **Professional Standards:** We are dedicated to maintaining high standards of professionalism and practices that instil confidence in our customers.
 7. **Continuous Improvement:** Our safeguarding practices will be reviewed regularly to promote a culture of learning and improvement. This policy will be updated annually or more frequently, if necessary, based on experiences or changes in circumstances. Updated policies will be communicated to staff accordingly.
 8. **Designated Officers:** We will appoint designated safeguarding officers to oversee the implementation of this policy and provide guidance on safeguarding matters.
 9. **Safe Recruitment:** We will adhere to stringent recruitment and selection processes, ensuring that all necessary background checks are conducted in line with our recruitment policies.

Conclusion

Solace Sauna is committed to ensuring that safeguarding practices are embedded into our operations, providing a safe and secure environment for all who enter our facilities. We encourage anyone with concerns regarding safeguarding to report them promptly to our designated safeguarding officers or management.

FOR MORE INFORMATION

- **Email:** info@solacesauna.co.uk
- **Website:** www.solacesauna.co.uk