

T&Cs

All Customers



Welcome to Sauna & Plunge.

We are delighted to welcome you to our wellness community. These Terms & Conditions apply to all guests, members, and credit pack users of The Sauna & Plunge Company Ltd ("Sauna & Plunge", "we", "our", "us").

By purchasing a membership, credit pack, or attending our facilities, you agree to comply with the terms outlined below.

GENERAL FACILITY TERMS

1.1 Eligibility

Guests and members must be 18 years or older to use the facilities.

Accurate personal and payment information must be provided when booking or purchasing services.

1.2 Waiver Requirement

All guests and members must complete the Sauna & Plunge liability waiver before using the sauna, plunge, or studio facilities.

1.3 Facility Availability

Access to facilities is subject to availability.

Sauna & Plunge reserves the right to block time slots for:

- Private events
- Maintenance
- Special programming
- Operational requirements

1.4 Health & Safety

Use of sauna, cold plunge, and training facilities involves inherent risks including:

- Burns
- Slips and falls
- Cuts
- Fainting
- Drowsiness
- Serious injury or death

Guests and members must ensure they are medically fit to participate and should consult a healthcare professional if they have any medical conditions.

Participation is entirely at the user's own risk.

1.5 Personal Belongings

Sauna & Plunge is not responsible for lost, stolen, or damaged personal belongings. Any disputes shall be resolved within the jurisdiction of UK courts

CONDUCT & FACILITY ETIQUETTE

To maintain a safe and welcoming environment, all guests must follow these guidelines.

2.1 Attire

Appropriate swimwear must be worn at all times.

Swimming trunks are mandatory in sauna and plunge areas.

2.2 Hygiene

Guests must maintain good hygiene.
Equipment and benches should be wiped down after use.

2.3 Respectful Behaviour

Members and guests must respect the comfort, privacy, and wellbeing of others.
The following behaviour will not be tolerated:

- Harassment
- Disruptive behaviour
- Intoxication
- Unsafe conduct

Sauna & Plunge reserves the right to refuse entry or terminate access if these rules are not respected.

2.4 Punctuality

Guests should arrive on time for bookings. Entry may be declined if guests arrive more than 3 minutes late for classes or sessions.

MEMBERSHIP TERMS

These terms apply to Plunge+, Plunge+ Flexi, and PlungeLite memberships.

3.1 Membership Agreement

Membership begins on the date of purchase and continues until cancelled in accordance with these terms.

3.2 Membership Eligibility

Members must:

- Be 18 years or older
- Provide valid payment details

3.3 Membership Term

Plunge+ Membership & PlungeLite Membership

- Minimum commitment of three (3) consecutive months
- After the initial term, membership continues on a rolling monthly basis
- 30 days written notice is required for cancellation after the initial term

Plunge+ Flexi

- No minimum commitment
- Can be cancelled at any time before the next billing date

3.4 Membership Fees

- Membership fees vary depending on the selected plan (for example £220, £160, or £130 per month).
- Payments are automatically charged to the member's card
- Billing occurs monthly on the 1st of each month
- The first month may be pro-rated depending on the start date
- Membership fees are non-refundable and non-transferable

3.5 Membership Benefits

Benefits vary depending on membership tier.

Plunge+ / Flexi

- Unlimited spa credits
- Unlimited studio credits
- Two guest passes per month

- One complimentary beverage per week
- Invitation to monthly social events
- WhatsApp broadcast community access
- 20% discount on retail products
- 20% discount on additional guest passes

PlungeLite

- 8 spa credits per month
- 2 studio credits per month
- 50% off guest passes
- Discounted event access
- 10% retail discount

Benefits may change at Sauna & Plunge's discretion.

3.6 Booking & Attendance Policy

Members must attend booked sessions or cancel within the permitted timeframe.

- Late cancellation (within 3 hours): £5 charge
- No-show: £10 charge

This system ensures fair access for all members.

3.7 Membership Freeze

Members may pause their membership under the following conditions:

- Minimum freeze: 1 month
- Maximum freeze: 2 months per calendar year
- Freeze periods must be taken in one-month increments

3.8 Membership Termination

Sauna & Plunge reserves the right to suspend or terminate membership if:

- Terms are violated
- Conduct rules are breached
- Payment fails
- Behaviour compromises safety or community wellbeing

4. CREDIT PACK TERMS

These terms apply to non-recurring packs and session credits.

4.1 Validity

All credit packs expire three (3) months from the date of purchase.

Credits cannot be extended, paused, or frozen.

4.2 Usage

Credits:

- Are for personal use only
- Are non-transferable
- Are non-refundable
- Cannot be exchanged for cash or membership value

Credits cannot be used to book sessions for other individuals or guests.

4.3 Missed Sessions

Missed bookings or late cancellations will result in the credit being deducted.

4.4 Booking Access

All sessions must be booked through the Sauna & Plunge booking system. Entry may be refused if guests arrive late.



5. SUSPENSION OF SERVICES

Sauna & Plunge may temporarily suspend access due to:

- Maintenance
- Operational requirements
- Health and safety restrictions
- Events or private bookings

Refunds or credits for interruptions are at the discretion of Sauna & Plunge.

6. LIABILITY

By using Sauna & Plunge facilities, guests and members acknowledge that:

- Sauna, cold exposure, and physical training carry inherent risks
- Participation is voluntary and at the individual's own risk

Sauna & Plunge, its owners, employees, and affiliates are not liable for injuries or health complications arising from the use of the facilities.

7. CHANGES TO TERMS

Sauna & Plunge reserves the right to update or modify these Terms & Conditions. Members will be notified of significant changes via email or through our website.

8. GOVERNING LAW

These Terms & Conditions are governed by the laws of the United Kingdom. Any disputes shall be resolved within the jurisdiction of UK courts.

9. ACCEPTANCE OF TERMS

By purchasing a membership, credit pack, or attending Sauna & Plunge, you confirm that you:

- Have read these Terms & Conditions
- Understand the risks associated with sauna and cold plunge use
- Agree to comply with all facility rules

We look forward to welcoming you to Sauna & Plunge and supporting your wellness journey.