

# Waiver

## *All Customers*



Welcome to Sauna & Plunge.

By signing this waiver, you confirm that you have read and understood the following rules, that you accept full responsibility for your participation, and that you use the facilities and services at your own risk.

### GENERAL RULES

- Guests must be 18 years or older to enter and use the facilities.
- We kindly ask all guests to avoid applying oils, creams, or other beauty products and to shower before entering the plunges or saunas.
- Swimwear is required in all wet areas.
- One large towel and one smaller sauna towel per person is provided. Extra towels are £1 each. Always sit on a towel in the sauna for hygiene and to reduce the risk of burns.
- Please do not touch any part of the stove or infrared heaters. There is a risk of burns from hot steam or surfaces due to extremely high temperatures. You may apply water to the sauna stove to generate heat, but please do so carefully and in moderation.
- Please never add additives to the water used for the sauna stove. Our team uses specialised products added before your visit.
- Floors can be slippery. For your safety, we advise wearing grippy flip-flops or indoor footwear. You may bring your own.
- Please take care when moving throughout the space due to wet surfaces, especially when using stairs. Sauna & Plunge will not be liable for any fall or injury.
- Do not run, jump, or move quickly throughout the premises due to the risk of injury, wet surfaces, and steps.
- Jumping, diving, or splashing into plunge pools is prohibited.
- Shower before using plunge pools.
- Food, alcohol, drugs, and glass containers are not permitted in wet areas.
- Due to the nature of sauna and plunge activities, we strongly advise against consuming alcohol or drugs before your session. Entry may be refused if staff believe you are under the influence.
- Guests should maintain respectful behaviour. Loud, disruptive, or unsafe conduct will not be tolerated.
- Please ensure you are properly hydrated before and after sauna or plunge sessions.
- Classes are punctual. Please arrive on time as late arrivals more than 3 minutes after the start may be refused entry.
- All bookings are non-refundable.
- Credits are only maintained within 24 hours of booking. After this point, it will be considered a late cancellation and the credit will be lost.
- We operate a late cancellation policy (within 3 hours) with a £5 fee, and a no-show fee of £10.
- If possible, leave jewellery at home. The spa accepts no responsibility for loss of valuables, including items stored in lockers.
- Golden Rule – Don't overdo it. If you don't feel well, step outside or notify staff. Please rest if you feel tired, drowsy, or lacking energy.
- In case of an emergency, alert staff immediately. Emergency procedures are in place for your safety.
- Staff reserve the right to refuse service or ask guests to leave if rules are not followed.

### HEALTH & MEDICAL CONDITIONS

If you have any medical conditions (heart problems, blood pressure issues, respiratory conditions, pregnancy, or other health concerns), please consult your doctor before using the facilities.

- Do not use the facilities if you have open wounds, infections, or contagious skin conditions.
- Do not use the facilities if you are feeling sick, have flu symptoms, fever, or any contagious illness.  
ainting spells)
  - Balance or vertigo disorders
  - Fever or illness of any kind

You must inform us of relevant medical conditions, including but not limited to:

- Allergies (especially severe product or material allergies)
- Heart disease, arrhythmias, or recent heart attack
- High or low blood pressure
- Pregnancy
- Recent surgery (within the last 6 months)
- Cancer (active or recent)
- Epilepsy or seizures
- Diabetes (especially insulin dependent)
- Skin conditions such as eczema, psoriasis, or severe acne
- Infectious diseases including hepatitis or HIV/AIDS
- Joint or muscle injuries
- Mental health conditions such as severe anxiety, PTSD, or depression
- Respiratory conditions such as asthma or COPD
- Chronic pain conditions (fibromyalgia, arthritis)
- Neurological conditions (migraines, multiple sclerosis, fainting spells)
- Balance or vertigo disorders
- Fever or illness of any kind
- You must also inform us if you are taking medications including:
  - Blood thinners / anticoagulants
  - Antihistamines
  - Vasoconstrictors or vasodilators
  - Steroids
  - Stimulants, hypnotics, or tranquilisers
- If you are unsure whether you should use the sauna, plunge pools, or participate in treatments, consult your doctor first.
- Inform staff immediately of any new illness, injury, or medical condition.

## STAFF ADVICE & GUIDANCE

- Our staff and instructors are here to guide you safely through your experience. Please follow all instructions carefully.
- Staff are not medical professionals, and advice should not be considered medical advice.
- Yoga, sauna, and plunge sessions are designed for wellbeing and relaxation, not medical treatment.
- If you feel unwell, lightheaded, overheated, or uncomfortable, stop immediately and inform a staff member.
- Always listen to your body and adjust participation as needed. Never push yourself beyond what feels safe.
- Disrespectful, unsafe, or inappropriate behaviour toward staff or guests will not be tolerated and may result in immediate termination of your session.

## CLASSES

- Classes are designed to promote relaxation, wellbeing, and physical health, but participation is always at your own risk.
- Activities may involve physical exertion, stretching, balancing, deep breathing, prolonged stillness, or sound vibrations, which carry risks including muscle strain, dizziness, fainting, or emotional release.
- Always listen to your body and never push beyond your personal limits.
- Inform your instructor before class of any injuries, limitations, or medical conditions.
- Instructors cannot diagnose or treat medical conditions.
- If you feel unwell, overheated, lightheaded, or uncomfortable, stop immediately and inform the instructor.
- Late arrivals will not be admitted once class has begun.
- Respect the quiet and focused atmosphere of classes. Phones should be switched off.

## ACKNOWLEDGEMENT OF RISKS

I acknowledge and accept the risks associated with participation in spa and studio services, including but not limited to:

- Dehydration, dizziness, fainting, or changes in blood pressure
- Discomfort, burns, or injury from exposure to heat or cold
- Risk of slipping, tripping, or falling on wet surfaces or stairs
- Risk of injury from my own actions or those of others
- Serious injury, illness, or death

## RELEASE OF LIABILITY & INDEMNIFICATION

- All activities are undertaken at my own risk.
- I release and discharge The Sauna & Plunge Company Ltd, its owners, employees, and agents from any claims or liabilities arising from my participation.
- I agree to indemnify and hold harmless The Sauna & Plunge Company Ltd from claims resulting from my actions or failure to disclose relevant information.
- I understand that the spa may refuse service or ask me to leave if I fail to follow rules or staff instructions.

## ACKNOWLEDGEMENT

By signing this waiver, I confirm that:

- I have disclosed all relevant medical conditions and medications
- I understand the risks involved in using the facilities and treatments
- I agree to follow all rules and instructions given by staff
- I will not hold The Sauna & Plunge Company Ltd responsible for any injury, accident, illness, or loss

