

Customer Waiver



SAUNA & PLUNGE LIABILITY WAIVER

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

GENERAL RULES

- Guests must be 18 or older to enter and use the facilities.
- Shower before using the sauna or plunge. Avoid applying oils, creams or beauty products beforehand.
- Swimwear is required in all wet areas.
- One large towel and one sauna towel per person is provided. Extras £1 each. Always sit on a towel in the sauna for hygiene and to reduce burn risk.
- Do not touch the stove or infrared heaters. Surfaces and steam are extremely hot. Water may be applied to the sauna stove carefully and in moderation. Never add your own additives to the water. Our team uses specialised products applied before your visit.
- Wet surfaces are slippery. Wear grippy footwear (bring your own or ask reception), take care on stairs, and do not run, jump or move quickly on the premises. Sauna & Plunge is not liable for falls or injury.
- No jumping, diving or splashing in the plunge pools.
- No food, alcohol, drugs or glass containers in the wet areas. Do not attend under the influence of alcohol or drugs. Entry may be refused if staff believe you are.
- Stay hydrated before and after each session.
- Loud, disruptive or unsafe conduct will not be tolerated. Staff may refuse service or ask you to leave if the rules are not followed.
- Classes start on time. Guests arriving more than 3 minutes late may be refused entry.
- Cancellation policy (Members): £5 fee for cancellations within 3 hours of session start. £10 fee for no-shows.
- Cancellation policy (Non-members): free cancellation and full re-credit more than 24 hours before session start. Within 24 hours, the credit is lost. No-shows lose the credit.
- Golden rule: do not overdo it. If you feel unwell, tired or lightheaded, stop, step out and notify staff. Alert staff immediately in an emergency.

HEALTH & MEDICAL DISCLOSURE

Consult your doctor before using the facilities if you have any medical condition or concern. Do not use the facilities if you have open wounds, infections, contagious skin conditions, flu symptoms, fever or any contagious illness.

You must inform us of any relevant medical conditions, including but not limited to: heart disease, arrhythmias or recent heart attack; high or low blood pressure; pregnancy; recent surgery (within 6 months); active or recent cancer; epilepsy or seizures; diabetes (especially insulin dependent); severe eczema, psoriasis or acne; infectious diseases including hepatitis or HIV/AIDS; joint or muscle injuries; severe anxiety, PTSD or depression; respiratory conditions such as asthma or COPD; chronic pain conditions such as fibromyalgia or arthritis; neurological conditions including migraines, MS or fainting spells; balance or vertigo disorders; severe product or material allergies.. You must also inform us if you are taking any of the following: blood thinners or anticoagulants, antihistamines, vasoconstrictors or vasodilators, steroids, stimulants, hypnotics or tranquillisers. Inform staff immediately of any new illness, injury or condition arising during your visit.

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STAFF, CLASSES & SESSIONS

Our staff and instructors guide you safely through your experience. Please follow all instructions carefully. Staff are not medical professionals and their guidance is not medical advice. Sauna, plunge and studio sessions are for wellbeing and relaxation, not medical treatment.

Classes may involve physical exertion, stretching, balancing, deep breathing, prolonged stillness or sound vibrations, which carry risks including muscle strain, dizziness, fainting or emotional release. Inform your instructor of any injuries, limitations or medical conditions before class. Never push beyond your personal limits. If you feel unwell, lightheaded, overheated or uncomfortable at any point, stop immediately and inform a staff member. Late arrivals will not be admitted once a class has begun. Please keep phones on silent and respect the quiet atmosphere.

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
- Slipping, tripping or falling on wet surfaces or stairs
- Injury caused by my own actions or those of others
- Serious injury, illness or death

RELEASE OF LIABILITY & INDEMNIFICATION

I agree that 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, except where liability cannot be excluded by law. I agree to indemnify and hold The Sauna & Plunge Company Ltd harmless from claims resulting from my actions or from my failure to disclose relevant information. I understand that the spa may refuse service or ask me to leave if I fail to follow the rules or staff instructions.

ACKNOWLEDGEMENT & SIGNATURE

By signing below, I confirm that:

- I have disclosed all relevant medical conditions and medications
- I understand the risks involved in using the facilities and taking part in classes
- 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 arising from my use of the facilities

The Sauna & Plunge Company Ltd, 124 Tabernacle Street, Shoreditch, London.