Terms & Conditions

SAUNA & PLUNGE™

WELCOME TO SAUNA & PLUNGE

We are delighted to welcome you to our wellness community. These Terms and 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, offer or session, or by attending our facilities, you agree to the terms in this document.

GENERAL FACILITY TERMS

1.1 Eligibility

Guests and members must be 18 or older. Accurate personal and payment information must be provided at booking or purchase.

1.2 Waiver

All guests and members must complete our liability waiver before first use. Waivers are valid for 12 months.

1.3 Facility Availability

Access is subject to availability. We may block time slots for private events, maintenance, special programming and operational requirements.

1.4 Health & Safety

Sauna, cold plunge and training use carry inherent risks including burns, slips and falls, cuts, fainting, drowsiness, serious injury or death. Participation is entirely at the user's own risk.

1.5 Medical Contraindications

Do not use the facilities if pregnant, or if you have heart conditions, high or low blood pressure, epilepsy, recent surgery, open wounds, or any condition made worse by heat or cold exposure. Relevant conditions must be disclosed on the waiver. Consult a doctor if unsure.

1.6 Under the Influence

Entry may be refused if you appear to be under the influence of alcohol or drugs. Alcohol is not permitted before or during a session.

1.7 Staff Instructions

Guests must follow reasonable instructions from Sauna & Plunge staff at all times, particularly around safe sauna and plunge use.

1.8 CCTV

CCTV operates in reception, corridors and the café for security. It does not operate in changing rooms, sauna or plunge areas.

1.9 Personal Belongings

We are not responsible for lost, stolen or damaged personal items.. Lost property will be discarded after 1 months

Terms & Conditions

SAUNA & PLUNGE™

CONDUCT & 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 or equivalent are mandatory in the sauna and plunge areas.

2.2 Hygiene

Guests must shower before use and maintain good hygiene. Benches and equipment should be wiped down after use.
Guests should also use small towel to sit on during sauna use and use rinsing shower before plunge use

2.3 Respectful Behaviour

Members and guests must respect the comfort, privacy and wellbeing of others. Harassment, disruptive behaviour, intoxication and unsafe conduct will not be tolerated. We may refuse entry or terminate access, with no refund of unused sessions, credits or fees.

2.4 Punctuality

Guests should arrive on time. Entry may be declined if you arrive more than 3 minutes after the scheduled start of a class or session. The session will still count as attended.

2.5 Phones and Photography

No phones, cameras or filming in the changing rooms, sauna or plunge areas. Content creation elsewhere on site requires prior written permission.

2.6 Session Etiquette

Recommended dwell times are up to 15 minutes in the sauna and up to 3 minutes in the plunge. Please rotate to allow fair use when others are waiting.

2.7 Food, Drink and Glass

No outside food or alcohol on site. No glass bottles or containers in the sauna, plunge or wet areas.

2.8 Own Products

No essential oils, scrubs, aufguss infusions or other products may be added to the sauna or plunge without staff approval.

Terms & Conditions

SAUNA & PLUNGE™

MEMBERSHIP TERMS

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

3.1 Tiers

- Plunge+ £160 per month, unlimited
- Plunge+ Flexi £220 for one month, unlimited
- PlungeLite £130 per month, 8 contrast plus 2 studio
- PlungeLite Flexi £180 for one month, 8 contrast plus 2 studio

3.2 Term

Plunge+ and PlungeLite: 3-month minimum, then rolling monthly. Plunge+ Flexi and PlungeLite Flexi: a single one month membership running from the start date, with no minimum term and no automatic renewal.

3.3 Cancellation

Plunge+ and PlungeLite require 30 days' written notice after the minimum term, sent to info@saunaandplunge.life. Flexi memberships do not renew, so there is nothing to cancel. Access continues to the end of the paid period.

3.4 Billing

Plunge+ and PlungeLite are charged automatically on the 1st of each month, and the first month is pro-rated. Flexi memberships are a single payment taken at purchase and are not pro-rated. Fees are non-refundable and non-transferable, except as set out in 6.1.

3.5 Failed Payments

If a payment fails, we allow a 7-day grace period before suspending access. The minimum term continues to run. It is the member's responsibility to keep card details current, and repeated failures may lead to termination under 3.8.
Flexi memberships are only activated once payment has been taken.

3.6 Fee Changes

We may adjust membership fees with at least 30 days' written notice by email. Continued membership after that date constitutes acceptance of the new fee.

3.7 Upgrades and Downgrades

Upgrades take effect immediately with a pro-rated top-up. Downgrades require 30 days' notice and will be managed from the next billing date. Moving from Plunge+ or PlungeLite to a Flexi membership counts as a downgrade, and neither can be used to sidestep the minimum term.

3.8 Termination by Sauna & Plunge

We may suspend or terminate membership with immediate effect for breach of these terms, breach of conduct rules, unresolved payment failure, or behaviour that compromises safety or community wellbeing. No refund is issued in these cases.

Terms & Conditions

SAUNA & PLUNGE™

BENEFITS, BOOKINGS & FREEZE

4.1 Plunge+ and Plunge+ Flexi

Unlimited contrast and studio. 2 guest passes per calendar month. 1 complimentary drink per calendar week. Monthly social events, WhatsApp broadcast access, 20% off retail and additional guest passes. For Plunge+ Flexi, monthly benefits apply across the one month membership period rather than the calendar month.

4.2 PlungeLite and PlungeLite Flexi

8 contrast plus 2 studio credits per calendar month. 50% off your first 2 guest passes per month. Discounted event access. 10% off retail. All monthly benefits expire at the end of the month or week in which they are issued. For PlungeLite Flexi, benefits are issued at purchase and expire at the end of the one month membership period. No roll-over.

4.3 Guest Passes

Each pass covers one adult new guest and includes a contrast session only. The guest must complete a waiver on arrival. Guest passes cannot be used to book back-to-back sessions for the same person.

4.4 Complimentary Drink

Redeemable in the café for any non-alcoholic drink from the standard menu. Cannot be exchanged for retail or food.

4.5 Booking Window

Sessions and classes can be booked up to 14 days in advance. Same-day bookings are subject to availability. Studio classes have a fixed capacity, and waitlisted members are auto-booked if a space opens more than 3 hours before start.

4.6 Cancellations and No-Shows

Members (Plunge+, Plunge+ Flexi, PlungeLite, PlungeLite Flexi):

- Cancellation within 3 hours of session start: £5 fee.
- No-show: £10 fee.

Fees are taken from the payment card on file.

Non-members (drop-in, credit pack and offer users):

- Free cancellation and full re-credit more than 24 hours before session start.
- Cancellation within 24 hours of session start: credit is lost with no re-credit.
- No-show: credit is lost with no re-credit.

4.7 Membership Freeze

Available on Plunge+ and PlungeLite after the 3-month minimum. Not available on Flexi memberships, which last one month and do not renew. 1 to 2 months per calendar year, whole months only, requested in writing at least 30 days before the next billing date. Freezes do not extend separately purchased packs or offers. Medical freezes outside the annual allowance may be granted at our discretion with supporting evidence.

Terms & Conditions

SAUNA & PLUNGE™

CREDIT PACKS & OFFERS

5.1 Available Packs

- Contrast: 3-pack £80, 5-pack £120, 10-pack £220
- Studio: 3-pack £40, 5-pack £60, 10-pack £100

5.2 Expiry at a Glance

- Credit Packs: 3 months from purchase date
- Offers & Promotions: 1 month from purchase date
- Member Credits: end of calendar month (Flexi memberships: end of the one month membership period)
- Gift Cards: 12 months from purchase date

5.3 Usage Rules for All Credits and Offers

Personal use only. Non-transferable, non-refundable, no cash value. Cannot be extended, paused or frozen. Cancellations more than 24 hours before session start are free and the credit is re-credited. Cancellations within 24 hours, and no-shows, deduct the credit.

5.4 One Offer Per Person

Intro Offer, Summer Sharer and similar introductory promotions are limited to one per person. Offers cannot be combined with other discounts or promo codes.

5.5 Stacking Packs

Purchasing a second pack does not extend the expiry of an earlier pack. Each pack expires 3 months from its own purchase date.

5.6 Gift Cards

Gift cards are treated as cash equivalents. Lost or stolen gift cards cannot be replaced or refunded.

5.7 Medical Exceptions

Refunds or extensions on packs may be considered at our discretion on production of a GP note.

5.8 Booking Access

All sessions must be booked through the Sauna & Plunge booking system. Entry may be refused if you arrive more than 3 minutes late (see 2.4).

.

Terms & Conditions

SAUNA & PLUNGE™

LEGAL

6.1 Cooling Off

Memberships and unused credit packs purchased online or by phone may be cancelled within 14 days of purchase for a full refund. Once any session, class or credit has been used, or once a membership has been activated and used, the right to cancel is lost. Individual session and class bookings are made for a specific date and time and are not covered by the cooling-off right, in line with the exemption under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013.

6.2 Suspension of Services

We may temporarily suspend access for maintenance, safety, operational requirements, events or private bookings. Interruptions over 7 consecutive days will be compensated by an extension or pro-rata credit at our discretion.

6.3 Force Majeure

We are not liable for failure or delay caused by events beyond our reasonable control, including fire, flood, utility failure, government action or public health measures.

6.4 Liability

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 use of the facilities, except where liability cannot be excluded by law.

6.5 Data & Privacy

Personal data is processed in line with our Privacy Policy, available on our website.

6.6 Complaints

Complaints should be sent to info@saunaandplunge.life. We aim to respond within 24 hours.

6.7 Changes and Notices

We may update these terms. Material changes will be notified by email or on our website, and continued use constitutes acceptance. Notices to us go to infos@saunaandplunge.life. Notices to you are sent to the email on your account.

6.8 Severability and Governing Law

If any clause is found unenforceable, the rest continue in full force. These terms are governed by the laws of England and Wales, under exclusive jurisdiction of the courts of England and Wales.

6.9 Acceptance

By purchasing a membership, pack or offer, or by attending Sauna & Plunge, you confirm you have read and agreed to these Terms and Conditions.

.