

## CAMPWELL SAUNA - TERMS & CONDITIONS

- All persons using the sauna, cold shower and cold plunge bath do so at their own risk. If you have any medical conditions, underlying health problems, use prescription drugs, are pregnant or know of anything else that you need clarification on, you must consult your GP before making a booking.
- No alcohol to be consumed in the sauna. Smoking or vaping is not permitted in the sauna. Jewellery should be removed to prevent burning.
- Sauna etiquette must be adhered to at all times. Sauna sessions should last no more than 15-20 minutes without breaks.
- We take no responsibility for the damage or loss of customers' property. Please leave valuables at home.
- Enter and exit the sauna using the steps provided. Keep access points clear to allow others to enter and exit safely.
- The sauna is wood-fired and is extremely hot, do not touch it. Our team will handle the stove and fuel. Our team will give instructions on when and how to pour water onto the stones. Only provided sauna water should be poured on the hot rocks. No oils or homemade concoctions.
- No one under the age of 18 is permitted to use the sauna
- If you are making this booking on behalf of a group, it is your responsibility to ensure that all users are aware of the Terms + Conditions of safe sauna use as stated above.
- We reserve the right to refuse entry to anyone who appears intoxicated, or deemed a risk to health and safety. Refunds will not be given.
- We reserve the right to cancel bookings at any time due to unsuitable weather conditions. We will contact you to rearrange your booking. Your safety is our first concern.
- You can cancel or amend up to 48 hr before the booking. If this time limit has passed you will not be automatically entitled to a refund but please contact us and we'll try our best to help.
- Gift cards can be purchased from our website to redeem against a sauna session. Gift cards should be used within 12 months of purchase.
- We regret that due to the nature of our business (a mobile set up), there are some areas where accessibility may need to be considered. If you would like to discuss this prior to your visit please get in touch before booking.

By booking with payment you agree to these Terms and Conditions