Haar Sauna

Terms and Conditions of Booking and Use

These Terms and Conditions apply to all Haar Sauna bookings and services, including public sauna sessions, private hires, mobile sauna experiences, cold-water facilities, session bundles, memberships and gift vouchers.

By making a booking, purchasing a product or using a Haar Sauna facility, you agree to these Terms and Conditions and to follow all safety instructions provided by Haar Sauna staff.

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1. Bookings and Payments

1.1. All bookings are subject to availability and must be made through the Haar Sauna website.

1.2. Payment must be made in full at the time of booking.

1.3. Customers are responsible for ensuring that their booking details, including the date, time, location and number of participants, are correct.

1.4. Please arrive in good time for your session. Late arrival does not normally entitle you to an extension or refund.

1.5. Haar Sauna reserves the right to make reasonable changes to session arrangements where necessary for safety, operational, weather or environmental reasons.

2. Health Restrictions and Medical Conditions

IMPORTANT: Mandatory medical restrictions apply to the use of Haar Sauna facilities.

Mandatory Medical Notice

"You must not use the sauna, if you:

a) suffer from high or low blood pressure or any heart or circulatory disorder or suffer from epilepsy or diabetes;

b) are pregnant; or

c) are prone to dizziness or fainting."

This restriction is a condition of use and must be followed.

This notice will be displayed clearly and prominently, in plain view of all users, in every area where these facilities are provided. The notice will also be handed directly to users before they are permitted access to the facilities.

Customers must read and comply with the notice before using the facilities. If any of the listed conditions apply to you, you must not use the relevant facilities.

2.1. If you have any other medical condition, injury, disability or concern about whether sauna or cold-water use is suitable for you, you should seek appropriate medical advice before participating.

2.2. You must not use the facilities if you are feeling unwell, dizzy, faint, feverish or otherwise unable to participate safely.

2.3. You must tell a member of Haar Sauna staff if you become unwell or experience any concerning symptoms during a session. Leave the sauna or water facility immediately and seek assistance.

2.4. Haar Sauna reserves the right to refuse or stop participation where there is a reasonable concern about a person's safety or wellbeing.

3. Children and Young People

3.1. Children aged 8 and over may use Haar Sauna facilities, including communal sessions, only when accompanied and directly supervised by a responsible adult aged 18 or over.

3.2. The responsible adult must remain present and actively supervise the child throughout the visit, including when entering, using and leaving the sauna and any associated facilities.

3.3. The responsible adult is responsible for ensuring that the child understands and follows all safety instructions and behaves appropriately.

3.4. Haar Sauna staff are not responsible for childcare or the supervision of children.

3.5. A parent or legal guardian may be required to provide consent for a child to participate.

3.6. Children under 16 must not use ice baths, plunge pools or cold showers.

3.7. All children must be able to participate safely and must follow staff instructions. Haar Sauna reserves the right to refuse access to any child where it considers participation unsafe.

4. Sauna Safety and Use

4.1. Use of the sauna is at your own risk, subject to Haar Sauna's responsibilities under applicable law.

4.2. Always enter and leave the sauna carefully. Floors and surfaces may be hot, wet or slippery.

4.3. Remove footwear before entering the sauna and use a towel to sit or lie on.

4.4. We recommend sauna sessions of 5–15 minutes. You must not remain in the sauna for more than 20 minutes at a time.

4.5. Leave the sauna immediately if you feel uncomfortable, dizzy, faint, nauseous or unwell.

4.6. Never touch the stove, stove door, flue, chimney, fire guard or hot stones. These can cause serious burns.

4.7. Water may only be poured onto the sauna stones in accordance with staff instructions. Where permitted, pour water carefully from the designated position and never reach over the stove.

4.8. Do not pour oils, fragrances or other substances directly onto the sauna stones unless expressly permitted by Haar Sauna staff.

4.9. Remove hanging jewellery and prescription glasses and other personal items that may become hot, damaged or cause injury.

4.10. Swimwear must be worn at all times. Nudity is not permitted at any Haar Sauna location or session.

4.11. Do not bring glass, sharp objects or food into the sauna or bathing areas.

4.12. No running, pushing, diving or rough play is permitted around sauna or bathing facilities.

4.13. Do not smoke, vape or consume alcohol at Haar Sauna facilities.

4.14. Follow all instructions displayed at the facility and given by Haar Sauna staff.

5. Cold-Water Facilities and Wild Swimming

5.1. Cold-water immersion and wild swimming carry risks, including cold-water shock, difficulty breathing, loss of strength, hypothermia, drowning and other serious injury.

5.2. You are responsible for assessing your own swimming ability, physical capability and suitability for cold-water activities before participating.

5.3. You must consider the water temperature, weather, tides, currents, water conditions, entry and exit points and any other environmental risks before entering natural water.

5.4. Do not enter cold water if you are unwell, feel unsafe or are unable to participate confidently.

5.5. Do not enter the water alone. Take particular care when entering and exiting, and never dive into unfamiliar or shallow water.

5.6. Haar Sauna does not provide lifeguard or swimming supervision for wild swimming in natural bodies of water. Customers must make their own assessment of conditions and their ability to participate at their own risk.

5.7. Haar Sauna may close or restrict access to cold-water facilities where weather, water conditions, equipment, safety concerns or other circumstances make use unsuitable.

6. Hygiene, Clothing and Site Etiquette

6.1. Shower before using sauna and bathing facilities where shower facilities are available.

6.2. Clean swimwear must be worn at all times. Nudity is prohibited.

6.3. Use a clean towel to sit on in the sauna.

6.4. Do not use personal skincare products, oils, scrubs or other substances in the sauna or bathing facilities unless permission has been given by Haar Sauna.

6.5. Do not use the facilities if you have open wounds, contagious skin conditions or an illness that could pose a risk to other customers.

6.6. Keep the facilities clean and leave them in a reasonable condition for other users.

6.7. Respect other customers' privacy and personal space.

7. Respectful Behaviour, Inclusion and Privacy

7.1. Haar Sauna aims to provide a welcoming, inclusive and respectful environment for everyone.

7.2. Harassment, discrimination, bullying, threatening behaviour, unwanted physical contact or abusive language will not be tolerated.

7.3. Customers must respect the privacy of others. Photography, filming or audio recording of other customers or staff in changing, sauna or bathing areas is not permitted without their explicit consent.

7.4. Customers must not attend or use facilities while under the influence of alcohol or drugs.

7.5. Haar Sauna reserves the right to refuse entry or require a customer to leave if their behaviour is unsafe, inappropriate or disruptive.

8. Outdoor Environments and Personal Belongings

8.1. Haar Sauna operates in outdoor and natural environments. Customers should expect changing weather, uneven ground, wet surfaces, wind, cold temperatures and other natural hazards.

8.2. Take care when walking around the site, particularly on wet, icy, muddy or uneven surfaces.

8.3. Wear suitable footwear and clothing for the location and conditions.

8.4. Customers are responsible for their own personal belongings. Haar Sauna accepts no responsibility for loss, theft or damage except where liability cannot lawfully be excluded.

9. Private Hires and Group Bookings

9.1. The person making a private or group booking is responsible for ensuring that all participants are made aware of these Terms and Conditions and follow all safety instructions.

9.2. The lead booker must ensure that all participants are made aware of the mandatory medical restrictions before the session. Haar Sauna staff will ensure that the mandatory medical notice is provided directly to each participant before they are permitted access to the facilities.

9.3. The lead booker is responsible for the conduct of their group and for ensuring that children are appropriately supervised.

9.4. The number of people attending must not exceed the stated capacity of the facility or the number included in the booking.

9.5. The lead booker must ensure that all participants arrive on time and are ready to begin the session as scheduled.

9.6. Haar Sauna reserves the right to end a booking where the group fails to follow safety instructions or these Terms and Conditions.

10. Cancellations, Changes and Refunds by Customers

10.1. Customers may cancel a booking and receive a *gift card for the full value of their booking, provided they give at least 72 hours' notice before the scheduled start time. **Gift cards are issued instead of a refund to the original payment method*.

10.2. Cancellations made between 24 and 72 hours before the scheduled start time are non-refundable. However, customers may reschedule their booking to another eligible Haar Sauna session, subject to availability. Rescheduling must be completed through the Periode booking system at least 24 hours before the original scheduled start time.

10.3. Cancellations or requests to reschedule made less than 24 hours before the scheduled start time are not permitted. Customers who are unable to attend will forfeit their booking and will not be entitled to a refund, gift card or transfer.

10.4. Rescheduling is subject to availability and is limited to the same booking product or eligible sessions of equal or lower value. Customers cannot use the online rescheduling system to move a communal booking

to a private sauna booking or to a more expensive session. Any upgrade must be arranged separately with Haar Sauna.

10.5. Any specific cancellation or change conditions stated at the point of purchase for a membership, bundle, gift voucher or other product will also apply.

11. Memberships and Gift Cards

11.1. Haar Sauna offers a single-tier annual membership for £45, paid once in full at the time of purchase. Membership applies at all Haar Sauna locations.

11.2. Membership includes:

- Member prices on all community sessions;
- 15% off private sauna bookings
- Access to member-only priority booking slots

11.3. Membership is valid for 12 months from the date of purchase. .

11.4. Membership is personal to the named member. Member prices and benefits are for your own use only and must not be used to book sessions on behalf of other people.

11.5. Membership benefits are subject to availability, and all bookings remain subject to these Terms and Conditions, including the medical restrictions in section 2.

11.6. Membership may be purchased as a gift for another person. The buyer enters the recipient's email address and pays for the membership at the time of purchase, and the membership is then linked to that email address. The person receiving the gift becomes the member, and clause 11.4 applies to them. The buyer is responsible for entering the correct email address.

11.7. You may cancel your membership at any time by emailing info@haarsauna.com Your membership benefits will remain active until the end of your current membership period. Membership fees are non-refundable. You may have a statutory right to cancel within 14 days of purchase, and if you have already used membership benefits in that period, you may be asked to pay for them.

11.8. Haar Sauna reserves the right to suspend or terminate a membership where it suspects that membership benefits are being misused. In that case, no refund will normally be due.

11.9. Gift vouchers are subject to the specific terms stated at the point of purchase, including expiry dates and redemption conditions.

Gift Cards

11.10. Gift cards are issued by email and can be bought through the Haar Sauna website for a value of £[5] to £[500]. Once payment has cleared, the gift card is sent to the email address entered at purchase.

11.10. A gift card can be used on the Haar Sauna website towards [sessions, private hires and memberships] at any Haar Sauna location, subject to availability.

11.11. A gift card can be used in full or in part, and as many times as you like until the balance reaches £0. If a booking costs more than the balance, you must pay the difference by another payment method. If it costs less, the remaining balance stays on the card.

11.12. A gift card is valid for 12 months from the date of purchase. Any balance remaining after that date expires.

11.13. Gift cards cannot be resold, exchanged for cash or used to buy other gift cards. No cash change is given. Gift cards are not refundable, except where required by law. If you cancel a booking paid for with a gift card in line with clause 10.1, the value will be returned as a gift card.

11.14. The buyer is responsible for entering a correct email address. Haar Sauna is not responsible for a gift card that is not delivered because of a mistyped or incorrect address, spam or junk filters, or mailbox restrictions. If a gift card has not arrived within 24 hours, check your junk folder and then contact info@haarsauna.com This does not apply where the fault is ours.

11.15. Anyone who holds the gift card code can use it, so keep it safe. Haar Sauna is not responsible for a gift card that is lost, stolen or used without your permission, and cannot normally replace it. This does not apply where the fault is ours.

11.16. Haar Sauna may refuse a gift card, and ask for another form of payment, where it reasonably believes the card has been altered, copied or obtained fraudulently.

11.17. Haar Sauna is not responsible for any failure to meet its obligations under this section that is caused by circumstances outside its reasonable control, including technical faults.

11.18. Gift cards are also subject to any conditions stated at the point of purchase. If those conditions conflict with these Terms and Conditions, the gift card conditions apply to the gift card. This section does not affect your legal rights.

12. Charity and Community Donations

12.1. Haar Sauna may, at its discretion, donate complimentary sauna sessions, memberships or experiences to registered charities, community groups, voluntary organisations or fundraising initiatives.

12.2. Donated complimentary sauna sessions, memberships or experiences are provided for the specific charitable or community purpose agreed with Haar Sauna. The recipient organisation is responsible for ensuring that the donation is used for the agreed purpose.

12.3. Donated sessions must be arranged directly with Haar Sauna and are subject to availability. The date, location, session type, participant numbers and any other conditions will be agreed at the time of donation.

12.4. All donated complimentary sauna sessions, memberships or experiences are subject to the following conditions:

- They are provided free of charge and have no cash value.
- They are non-refundable and cannot be exchanged for cash.
- They cannot be changed, amended or rescheduled once agreed.
- They cannot be transferred to another date, session, location, organisation or individual.
- They cannot be sold, auctioned or transferred to another person or organisation without Haar Sauna's prior written agreement.
- They must be used within any expiry date specified at the time of donation.
- They are subject to normal capacity limits, safety requirements and these Terms and Conditions.

12.5. The recipient organisation is responsible for communicating the booking arrangements and conditions to any participants.

12.6. All participants must comply with Haar Sauna's medical restrictions, safety instructions and these Terms and Conditions. The mandatory medical notice must be provided directly to each participant before they access the facilities.

12.7. All normal child supervision, conduct and safety requirements apply to donated sessions.

12.8. Donated complimentary sauna sessions, memberships or experiences cannot be combined with other discounts, offers or promotions unless agreed in writing by Haar Sauna.

12.9. Haar Sauna reserves the right to withdraw or cancel a donated complimentary sauna sessions, memberships or experiences where required for safety, operational or exceptional circumstances. Where reasonably possible, Haar Sauna will communicate with the recipient organisation about any alternative arrangements.

13. Cancellations and Changes by Haar Sauna

13.1. Haar Sauna may cancel, postpone, relocate or change a session where necessary due to safety concerns, adverse weather, equipment failure, staff availability, operational requirements or circumstances beyond its reasonable control.

13.2. If Haar Sauna cancels a booking, customers will normally be offered the choice of transferring their booking to an alternative date. Nothing in these Terms and Conditions affects a customer's statutory rights.

13.3. Where a session is affected by circumstances outside Haar Sauna's reasonable control, Haar Sauna will communicate any available options as soon as reasonably practicable.

14. Safety Instructions and Right to Refuse Access

14.1. Customers must follow all reasonable instructions given by Haar Sauna staff.

14.2. Haar Sauna reserves the right to refuse entry, restrict access or require a customer to leave where:

- They do not comply with the mandatory medical restrictions.
- They appear intoxicated or under the influence of drugs.
- Their behaviour presents a risk to themselves, staff or other customers.
- They fail to follow safety instructions.
- They are unable to participate safely.
- Their conduct disrupts the experience or wellbeing of others.

14.3. Where a customer is refused access or asked to leave because they have breached these Terms and Conditions or safety requirements, they will not normally be entitled to a refund.

14.4. Haar Sauna may close a facility or stop a session immediately if it considers this necessary to protect the safety of customers or staff.

15. Liability and Customer Responsibilities

15.1. Customers acknowledge that sauna use, hot environments, cold-water immersion and outdoor activities involve inherent risks.

15.2. Customers are responsible for making informed decisions about their participation, following all safety instructions and complying with the medical restrictions set out in these Terms and Conditions.

15.3. Haar Sauna will take reasonable care in providing its services and maintaining its facilities.

15.4. Nothing in these Terms and Conditions excludes or limits Haar Sauna's liability where it would be unlawful to do so, including liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or any rights and remedies available to consumers under applicable law.

15.5. Customers are expected to take reasonable care of their own safety and the safety of others while using Haar Sauna facilities and participating in activities.

16. Complaints and Feedback

16.1. If you have a concern about your experience, please raise it with a member of staff as soon as possible so that we have an opportunity to address it.

16.2. Formal complaints or feedback can be sent to info@haarsauna.com.

16.3. Haar Sauna will aim to acknowledge and respond to complaints within a reasonable period.

17. General Provisions

17.1. Haar Sauna reserves the right to update these Terms and Conditions from time to time. The version applicable to a booking will normally be the version presented at the time of booking, subject to any changes required by law or safety considerations.

17.2. If any part of these Terms and Conditions is found to be unlawful or unenforceable, the remaining provisions will continue to apply.

17.3. These Terms and Conditions are governed by the laws of Scotland, and any disputes will be subject to the jurisdiction of the Scottish courts, subject to applicable consumer rights.

Haar Sauna Ltd

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Email: info@haarsauna.com

Website: https://www.haarsauna.com