



Health & Safety Guidelines, Cancellation Policy & Waiver

Welcome. To make sure your experience is safe, relaxing and enjoyable, please take a moment to read our guidelines.

Sauna & Cold Plunge Health & Safety Guidelines

Before You Begin

- Please shower before each use of the sauna or cold plunge.
- Please avoid wearing fake tan or body moisturiser as this can disrupt the balance of the water and stain sauna wood.
- Remove any footwear, including flip-flops, before entering the sauna.
- Any hanging jewellery should be removed before entering the sauna to prevent burning.
- Any glasses or contact lenses should be removed before entering the sauna to avoid any damage to coatings and to prevent contact lenses from drying out.
- Avoid alcohol, recreational drugs, or large meals before your session.
- If you are pregnant or have a medical condition (such as heart problems, high/low blood pressure, or epilepsy), please check with your doctor before use.

Using the Sauna

- Recommended time: **10–15 minutes per round** (listen to your body).
- Drink water before and after to stay hydrated.
- Always sit on your small towel (this soaks up your sweat and stops the wooden benches from staining).
- Only using the provided 'sauna water' on hot rocks and nothing else. Please drizzle *gently* using the ladle. Too much water may cause the stove to break and temperature to drop.
- Please refrain from bringing your own essential oils and other products for the session as these cannot be used in our sauna. Essential oils that haven't been approved for in-sauna use may react to the heat and release toxins, ignite on the stove, or create slippery surfaces inside the sauna.
- If you feel dizzy, light-headed or unwell, leave immediately.
- Getting changed within your booked time slot, if you'd like to use the changing room.

Using the Cold Plunge

- Recommended time: **1–3 minutes**.
- Enter slowly, breathe calmly, and exit slowly if you feel faint or uncomfortable.

General Safety

- Maximum group size: Sauna (6 people), Cold Plunge (2 people).
- Please respect the quiet, shared space.
- A staff member will be nearby onsite throughout your visit.

Emergencies

- First aid kit and trained first aider are on site.
- In case of emergency, please alert staff immediately.

Cancellation Policy

Our cancellation policy is clear and transparent allowing everyone to know where they stand in relation to payment for sessions.

- **Private 1:1 online or in-person sessions** - 100% of the session price will be charged if less than 24 hours notice is given. No charge if the session is cancelled or re-scheduled with more than 24 hours notice.
- **Group classes or courses** - No refunds or transfers to tickets to another date. Transfer of ticket to another person may be possible with at least 48 hours notice.

Payment Policy

- Payment will be required in full before each booking commences.

Waiver

Movement & Coaching Sessions

- I am participating in movement sessions, or any other yoga, breath work, exercise or coaching programmes offered by Songbird Sanctuary, during which I will receive information and instruction about physical movement, yoga and breath work. I recognise that exercise requires physical exertion, which may be strenuous and may cause physical injury, and I am fully aware of the risks and hazards involved.
- I understand that it is my responsibility to consult a physician prior to and regarding my participation in the sessions offered by Songbird Sanctuary. I represent and warrant that I am physically fit and I have no medical condition, which would prevent my full participation in these sessions.
- If I am pregnant I understand that I participate fully at my own risk and that of my unborn child/children.
- In consideration of being permitted to participate in the sessions, I agree to assume full responsibility for any risks, injuries or programmes offered by Songbird Sanctuary.
- In further consideration of being permitted to participate in the sessions, I knowingly, voluntarily and expressly waive any claim I may have against Songbird Sanctuary for injury or damages that I may sustain as a result of participating in these programmes.

- I hereby take full and sole responsibility from any liability of loss or damage to personal property associated with sessions or any other events.

Online & Virtual Classes

- As with our in-person sessions, by taking part in any online session, you acknowledge that sessions may be physically strenuous, and you voluntarily participate in them with full knowledge that there could be a risk of personal injury.
- When practising from home, you accept full responsibility for your space and the health and safety precautions within this space.
- You acknowledge that Songbird Sanctuary accepts no responsibility for any potential injuries as a result of practise via an online platform.
- Songbird Sanctuary is not responsible for any injuries you may experience as a result of your use of any material given outside of coached sessions.

Contrast Therapy

Health & Safety

- I confirm that I have read and understood the **Sauna & Cold Plunge Health & Safety Guidelines** provided above.
- I understand that sauna and cold-water immersion involves exposure to high and low temperatures, which may not be suitable for everyone.
- I confirm that I am in good health, or have consulted my doctor before taking part.
- I will immediately stop the activity if I feel unwell, dizzy, faint, or uncomfortable.

Responsibility

- I acknowledge that participation is voluntary and undertaken at my own risk.
- I accept full responsibility for my own health and wellbeing while using the facilities.
- I will follow all instructions provided by Songbird Sanctuary staff.

Limitations

- I understand that sauna and cold plunge are not a substitute for medical treatment.
- I understand that alcohol, drugs, or other impairing substances must not be consumed before or during the session.
- I understand that any damage caused by misuse of facilities is my responsibility.

I have read the above waiver and I release Songbird Sanctuary, its staff, and owners from any liability for injury, illness or loss that may result from participation.

Signature: _____

Printed Name: _____