

DRIP DEN – TERMS & CONDITIONS

By booking an appointment, purchasing a membership, or attending Drip Den, you agree to the following terms:

1. Nature of Services

Drip Den offers wellness services including (but not limited to) infrared sauna, traditional sauna, ice bath/cold plunge, red light therapy, collagen light therapy, and compression therapy.

These services involve exposure to heat, cold, compression, and light, which may place physical and environmental stress on the body.

Participation is entirely voluntary.

2. Health & Medical Responsibility

By attending, you confirm that:

- You have disclosed any relevant medical conditions
- You are medically fit to participate
- You are not under the influence of drugs or alcohol
- You understand that these services are not medical treatments

If you are pregnant, have cardiovascular conditions, high/low blood pressure, respiratory disorders, neurological conditions, or any condition affected by heat or cold exposure, you must seek medical advice before participating.

Drip Den does not provide medical advice and makes no medical guarantees.

3. Assumption of Risk

You acknowledge that:

- Exposure to heat, cold, and compression carries inherent risk
- You participate at your own discretion
- You will stop immediately if feeling unwell

You accept full responsibility for your participation and release Drip Den, its owners, and staff from liability for injury, illness, or adverse reactions, except where required by Australian Consumer Law.

4. Conduct & Shared Space Policy

Drip Den is a calm, respectful recovery space.

Clients are expected to:

- Follow all staff guidance
- Respect other guests
- Maintain appropriate behaviour

Aggressive, disruptive, or inappropriate behaviour will result in immediate termination of the session without refund.

Phones, cameras, and loud conversations are not permitted in shared spaces.

PAYMENT & BOOKING POLICY

5. Payment Terms

- All bookings require 100% payment upfront.
- All deposits and payments are non-refundable.
- Your payment secures your private session time and room allocation.

6. Rescheduling

We understand that life happens.

- You may reschedule your booking with at least 24 hours' notice.
- Your payment will be transferred to your new booking time.
- Reschedules within 24 hours may not be honoured.

7. Cancellations

- Cancellations within 24 hours of your appointment will result in forfeiture of your payment.
- No-shows will be charged 100% of the appointment value.
- Failure to attend without notice forfeits the booking.

This policy applies to all clients.

8. Memberships

- Memberships are non-transferable.
- Membership payments are non-refundable.
- Unused sessions do not roll over unless stated in your membership agreement.

9. Results Disclaimer

Results vary between individuals.

Drip Den makes no guarantees regarding:

- Pain relief
- Sleep improvement

- Recovery outcomes
- Skin or performance results

10. Agreement

By completing your booking or purchase, you confirm:

- You have read and understood these Terms & Conditions
- You agree to the payment and cancellation policy
- You accept responsibility for your participation