

# Sea Breeze Sauna – Booking, Cancellation & Refund Policy

Effective Date: 30/04/2026

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## Booking Rules

### Making a Booking

- All sessions must be booked in advance via our website or approved booking platform
- Full payment is required at the time of booking to secure your slot
- Bookings are subject to availability

### Arrival Times

- Please arrive **at least 5 minutes before** your session
- Late arrival may result in reduced session time
- We cannot guarantee extensions for late arrivals due to other bookings

### Group Bookings

- The person making the booking is responsible for all participants
  - All guests must agree to the **Customer Waiver & Safety Rules**
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## Changes to Bookings

- You may request to reschedule your booking up to **48 hours before** your session
  - Reschedules are subject to availability
  - Only one reschedule per booking is permitted
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## Cancellation Policy

### Customer Cancellations

- **More than 48 hours notice:** Full refund or free reschedule
- **24–48 hours notice:** 50% refund or free reschedule
- **Less than 24 hours notice:** No refund

## No-Shows

- Failure to attend your booking will result in **no refund**
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## ☁️ Weather & Operator Cancellations

As a mobile outdoor sauna, weather can impact operations.

- If we cancel due to **unsafe weather or unforeseen circumstances**, you will receive:
    - A **full refund**, or
    - The option to **reschedule**
  - Light rain or typical UK weather will **not** usually result in cancellation
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## 💳 Refund Policy

- Refunds will be issued to the original payment method
  - Please allow **5–10 working days** for processing
  - Transaction fees (if applicable) may be non-refundable
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## ⚠️ Health & Safety

- All customers must follow on-site safety guidance
  - We reserve the right to refuse entry or remove individuals behaving unsafely or under the influence of alcohol/drugs
  - No refunds will be given in these circumstances
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## 👤 Age Policy

- Under 18s must be supervised by a responsible adult
  - Parents/guardians accept full responsibility
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## 🔄 Amendments


Sea Breeze Sauna reserves the right to update this policy at any time. The latest version will always be available on our website.

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## **Contact**

For booking queries or changes:

 [contact@seabreezesauna.co.uk](mailto:contact@seabreezesauna.co.uk)

 07818055623

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