

Sea Breeze Sauna – Booking, Cancellation & Refund Policy

Effective Date: 19/08/2026

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
 - All guests must agree to the **Customer Waiver & Safety Rules** prior to entering the sauna
-

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
-

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 or reschedule

No-Shows

- Failure to attend your booking will result in **no refund**

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

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

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

Age Policy

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

Amendments

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

Contact

For booking queries or changes:

 contact@seabreezesauna.co.uk

 07818055623
