



Best Practices and Etiquette for Comfortable and Safe Sauna Use

The following guidelines and conditions are set to ensure the safety and enjoyment of all users at Solace Sauna. Please review this information carefully before using our sauna services. By using our sauna, you agree to follow these terms and conditions.

What to Bring

To ensure a comfortable and enjoyable experience, please bring the following items:

- **Swimwear:** Wear appropriate swimwear that meets hygiene and safety standards.
- **Towels:** Two towels—one to sit on for hygiene and heat protection, and one for drying off after your session.
- **Beach Shoes / Flip-Flops:** Protect your feet and stay clean while moving around the facility.
- **Water Bottle:** Bring a reusable water bottle to stay hydrated.
- **Personal Care Items:** Optional hygiene products for post-session use (e.g., deodorant, moisturiser).

General Rules

- **Always** sit on a clean towel.
 - All users enter and use the sauna at their **own risk**.
 - **Alcohol, smoking, and nudity** are strictly prohibited.
 - **Remove** all jewellery before entering the sauna to avoid burns.
 - A **maximum of 8 people** are allowed in the sauna at any one time.
 - If you are booking on behalf of a group, it is **your responsibility** to inform all participants of these terms and ensure they follow them.
 - Solace Sauna is not responsible for the **loss or damage** of personal property.
 - **Remove shoes, sandals, or wetsuit boots** before entering the sauna.
 - **Limit sauna sessions to no more than 15 minutes** per cycle (0–8 minutes for beginners).
 - Follow staff instructions on how to pour water onto the rocks safely. **Only use the provided sauna water**.
 - **Listen to your body**—exit the sauna immediately if you feel unwell, overheated, or dizzy and cool down thoroughly. It's meant to be enjoyable, not a test of endurance!
 - **Do not touch** the stove, stove cage, flue, or rocks, as these surfaces become extremely hot.
 - Solace Sauna staff and supervisors reserve the right to refuse admission to anyone who is intoxicated or presents a **health and safety risk**.
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Arriving at the Sauna

Please arrive at the agreed time as other people may have booked the sauna before or after you. Please arrive 10 minutes before your session. You may use the small changing room provided; however, please note that it is a compact space shared with others of mixed gender. We recommend arriving in your bathing costume underneath your clothing and bringing easily put-on clothing for after your session. Depending on the location of operation, there may also be toilets and changing facilities available for your use.

To ensure a safe and pleasant experience for all, the following rules must be adhered to when using the sauna:

- Avoid heavy meals and alcohol on the day of your sauna session.
- Arrive 10 minutes before your scheduled session. Late arrivals may affect your sauna time.
- Wear sturdy footwear with good grip, as surfaces may be wet or muddy.
- Changing facilities are compact and shared. We recommend arriving with your bathing suit already on and bringing easy-to-change clothing for after your session.

We kindly request that visitors to The Lookout Café at Lepe Beach refrain from entering in swimwear or using the café toilets as changing facilities. Please ensure you are appropriately covered when visiting. Outdoor toilets are available for your convenience.

Family Policy

- Children under 16 are not permitted in the sauna.
- Children under the age of 18 must be accompanied by an adult.

Cold Water Use

- **Cold Shower:** Use the cold shower briefly after your session to cool down. Be mindful of other users.
 - **Ocean Use:** If you choose to swim in the ocean after your sauna, **you do so at your own discretion and risk.** Ensure you are a confident swimmer and aware of local conditions like tides and currents. **Solace Sauna assumes no responsibility** for ocean safety.
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Sauna Etiquette

- Respect others in the shared sauna space. If someone disturbs your experience, address it politely or inform staff.
 - Alcohol, smoking, vaping, and nudity are prohibited.
 - Consult fellow bathers before pouring water on the rocks to create steam.
 - Only use approved sauna water on the rocks. Other liquids or substances are prohibited.
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Medical Safety

You **must not use the sauna** if you:

- Alcohol or drug influence.
- Susceptibility to migraines.
- Pregnancy or suspected pregnancy.
- Pacemaker or defibrillator presence.
- Heart attack within the last six months.
- Recent joint injuries or chronic swelling.
- Medications affecting your response to heat.
- Surgical implants such as metal pins or rods.
- Cardiovascular conditions or blood pressure medications.
- Diabetes with peripheral neuropathy or reduced sensation.
- Inability to perspire or heavy meals consumed within 1.5 hours.
- Recently exercised; allow time for body temperature to normalise.
- Heart conditions, high or low blood pressure, or respiratory conditions.
- Contagious diseases, infectious skin conditions, open sores, or wounds.
- Suffer from conditions for which you are taking antihistamines, anticoagulants, vasoconstrictors, vasodilators, stimulants, hypnotic drugs (sleeping pills) or tranquillisers.

If you have any medical conditions, underlying health concerns, are on prescription medication, or are pregnant, it is vital that you **consult your GP** before making a booking.

Do not book the sauna if you have a temperature, infectious disease, flu, heavy cold or cough, skin sores or wounds.

If you feel unwell during your session, exit immediately and seek medical attention if necessary. Solace Sauna **cannot accept responsibility** for individuals with pre-existing health conditions.



General Safety Use

Your safety is of utmost importance. We have done our best to make your visit to the sauna as safe as possible. A risk assessment is in place, which is reviewed every six months. The identified risks include slipping, tripping, falling and risk of burning. This also includes information regarding safety equipment in the sauna, such as, fire gloves, carbon dioxide monitor, a fire extinguisher, a fire blanket, a first aid kit, a burns kit, and a card with emergency information. Outside the sauna is a hose and bucket in case of fire.

- Stay hydrated before, during, and after your session.
 - Remove all metal items, including jewellery and watches, to avoid burns.
 - Wear appropriate swimwear and sit on a clean towel for hygiene and heat protection.
 - Enter the sauna cautiously and adjust to the heat gradually.
 - Alternate between heat and cooling down to prevent dizziness or fainting.
 - Use cold showers or step outside to cool off if the heat becomes overwhelming.
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Potential Hazards

Be mindful of these risks while using the sauna:

- Burns from hot surfaces.
 - Dehydration due to excessive heat.
 - Slips and falls on wet or muddy surfaces.
 - Fire or fumes from improper items placed near the stove.
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Emergency Measures

To ensure your safety, Solace Sauna is equipped with:

- A first aid kit and burns kit for medical emergencies.
- A hose and bucket outside the sauna for fire safety.
- Fire gloves, a carbon dioxide monitor, a fire extinguisher, and a fire blanket.

If an emergency arises, follow the instructions provided by staff and use the available safety equipment as needed.

By following these guidelines, you help ensure a safe and enjoyable experience for everyone. If you have questions or need assistance, please ask a staff member.

We look forward to providing you with a relaxing and rejuvenating sauna experience at Solace Sauna!