



Nature Springs

Terms and Conditions - Nature Springs Ltd

NOTE: Nature Springs reserves the right to refuse entry to any individual(s) who is or appears intoxicated and/or if there are concerns to Nature Springs that any individual(s) may pose health and/or safety risks to themselves or others. Refunds will not be made to anyone refused entry.

If you are making this booking on behalf of a group, it is your responsibility to make all users aware of these terms and conditions and to follow safe sauna practices.

General Conditions:

1. Nature Springs do not allow crockery or glasses to be brought into a sauna.
2. Pets are not allowed at or in a sauna at any time.
3. Smoking (including vaping) and/or consuming alcohol is not permitted.
4. Attention must be paid at all times to signs relating to health and safety. If you do not understand a notice or sign, please ask one of our managers or employees.
5. If you suffer an accident or injury while using the sauna you must report it immediately to one of our managers or employees.
6. Nudity is not allowed in Nature Springs. Swimwear must be worn at all times during your session.
7. You may take photographs and video recordings for your own personal use but you are not permitted to take photographs or videos of any sauna users without their prior express permission and consent. You must not take photographs or video recordings in a changing area.
8. Wearing prescription glasses in the sauna is not recommended, due to possible heat damage to frames and lens coating.
9. For your safety and to protect your device, please do not use mobile phones in the sauna, as high heat and humidity can cause device malfunction, personal injury, or pose a fire hazard.
10. You should not use the sauna facilities if you are suffering from an infectious illness or condition.
11. Anyone wishing to use the cold plunge pool do so at their own risk. It is your responsibility to ensure you can tolerate exposure to cold temperatures safely.
12. Changing rooms may be used to store personal belongings during your session, but this is entirely at your own risk. Nature Springs does not accept liability for lost, missing, or stolen items.
13. To prevent burns, remove all jewellery before entering the sauna.
14. Swimwear should not have any slimming panels or metal components that could heat up and cause skin burns.
15. The outside paving may be wet at times, and you are asked to exercise caution to avoid slips or falls. Appropriate footwear should be used.

16. Damage caused to the sauna or facilities due to negligence or misuse of a customer must be paid for in full.
17. Individual customers are responsible for their own medical and/or personal injury coverage.
18. Closed-circuit television (CCTV) may be in operation on our premises for the purposes of ensuring the safety and security of our staff, visitors, and property. CCTV footage is recorded and monitored in accordance with the General Data Protection Regulation (GDPR) and the Data Protection Act 2018. Recordings are retained for a limited period unless required for the investigation of an incident or requested by authorised authorities. By entering our premises, you acknowledge and accept that CCTV recording may be in operation.

Lost, Missing or Stolen Property:

1. Any items left behind by you will be collected by the Nature Springs team at the end of each day.
2. If you believe you have left an item behind, please email us with a description of the item and the date of your visit. If we have your item, you are encouraged to collect it within the timeframe mentioned below.
3. Nature Springs will keep lost property for the following duration:
4. Swimwear & towels: Will be held for 10 days
5. Water bottles: Will be held for 10 days.
6. Items of value: Items of perceived value, such as jewellery, watches, keys or electronic devices, will be kept for up to 10 days.
7. Nature Springs will make every effort to contact you if identifiable information is available on the item.
8. Other Items (footwear, jackets, jumpers etc):
9. All other items will be kept for 10 days. After this time, they will be donated to a local charity.

Sauna Etiquette:

1. Enter and exit the sauna carefully, moving slowly and allowing space for others.
2. Limit your time inside the sauna to 5 - 15 minutes per session. Leave immediately if you feel unwell, dizzy, or lightheaded.
3. Use the ladle provided to carefully pour water on the hot rocks. Only use the designated sauna water.
4. Be considerate of other sauna users and check before adding water to the hot rocks, as this increases steam and heat.
5. Never touch the stove or open the stove door. Only trained staff may operate the stove.
6. Do not hang towels or clothing inside the sauna, as this poses a fire risk.
7. Keep access points clear to allow safe movement.
8. Drink plenty of water before and after your session to stay hydrated.
9. Avoid eating just before using the sauna.
10. Sit on a towel inside the sauna to maintain cleanliness.
11. Avoid applying lotions or creams before entering the sauna, as they can block pores.
12. Protect hair from heat damage by using a towel or sauna hat.

13. After your session, cool down gradually in fresh air or cold water. Use open water at your own risk.
14. Rest for at least 10 minutes after your session to allow your body to adjust.

Cancellations & Rescheduling Policy:

To cancel or reschedule your booking, email us at george@naturesprings.co.uk with your booking details and "Cancellation" / "Reschedule" in the subject line.

Cancellations or rescheduling are permitted with at least 8 hours' notice for a full refund or credit.

Less than 8 hours' notice / No Shows: No refund or credit.

If we must cancel your session due to unforeseen circumstances, you will be notified by email and offered a full refund or credit. We reserve the right to make scheduling changes as necessary.

We use Wix for secure online payments and in-person transactions. Your payment details are encrypted and not shared with us beyond the transaction amount and reference details.

Liability & Waiver:

By booking and using Nature Springs facilities, you acknowledge and accept the inherent risks associated with sauna use, including potential injury or property loss. Nature Springs are not liable for any accidents, injuries, or lost belongings.

You confirm that:

You have no health conditions preventing safe sauna use.

You will comply with all sauna rules and safety guidelines.

You assume full responsibility for your use of the sauna.

Nature Springs reserves the right to revoke access if any rules are violated.

Jurisdiction:

These terms and conditions are governed by the laws of England and Wales

Marketing:

We may send promotional emails to existing customers. You can opt-out at any time by contacting us at info@naturesprings.co.uk

Policy Updates:

We may update this policy periodically. Check our website for the latest version.

Contact:

For any questions or concerns, please contact us at info@naturesprings.co.uk