

# SAMPHIRE SAUNA

## FAQs

### **How does this experience work?**

The sauna can get up to 85 degrees so we recommend only spending as long in the heat as you feel comfortable, for most people this will be between 5-10mins.

A Bucket and a ladle are on hand to drizzle water on the sauna stones to increase the humidity/steam – the all-important Finnish "Löyly"!

Once you get hot enough, head outside and cool down either under the cold shower or bucket shower and rest outdoors until you feel ready to head back into the heat. – and repeat!

An hour will give you a nice introduction to the process and two hours for a leisurely experience.

We suggest 30-minute slots are really only for those who come to us regularly and need a quick top-up.

### **What facilities do you have?**

The sauna is heated by a traditional wood-burning Finnish-style stove which is topped with hot sauna stones (managed by the sauna attendant.)

The sauna seats up to 5 people at a time on two-tiered benches (lower for a more relaxing heat and higher for more intense heat.) A smoked glass entrance provides privacy and a subtle view of the surroundings once in the sauna.

A changing tent is provided and a cold-shower facility/ cold water bucket is supplied for cooling down after heat sessions.

We also have outdoor seating for relaxing in between heat sessions.

A sauna assistant will be on hand to give an introduction on how to use the sauna and to answer any questions.

### **What time should I arrive?**

Your booking includes 10 mins at the start and 10 mins at the end of the session for changing (ie. for an hour's booking you would have 40mins sauna time)

### **What should I bring?**

Swimming gear, two towels (one for use in the sauna and one for drying off after) a water bottle (you'll want plenty of water to rehydrate), flip flops or equivalent (for getting to & from the changing room/ chill-out area)

### **Can I bring the kids?**

Only children above 7 years old are allowed to use the sauna. An adult guardian must accompany all minors (up to the age of 16) on a 1:1 ratio.

### **What about Covid?**

We operate an enhanced cleaning system; the sauna is thoroughly cleansed with eco-friendly covid-safe products in between each session. A full deep clean will be given last thing in the evening and first thing in the morning. The sauna itself is fully ventilated.

### **What about sustainability?**

We are committed to being as sustainable and environmentally friendly as possible by only using locally sourced kiln-dried wood for the sauna stove (kiln-dried produces less smoke) we use rechargeable LED lighting, and will only partner with companies that have the same environmental and ethical values as us wherever possible.

### **Security?**

You can leave your belongings in the changing tent, an attendant will be around at all times but items are left at your own risk.

### **What is your cancellation policy?**

We offer a full refund or full credit to rebook your session up to 5 days before your booking.

If you need to cancel within 5 days we can offer full credit to rebook.

If the person who made the booking can please let us know as soon as possible if you need to change or cancel your booking at: [hello@samphiresauna.co.uk](mailto:hello@samphiresauna.co.uk)