

Terms and Conditions

1. Booking and Reservations

Northern Steam reserves the right to decline any booking or cancel a reservation if circumstances warrant.

2. Cancellation Policy

Cancellations must be made more than 24 hours in advance to receive a full refund. There are exceptions.

3. Health and Safety

Sauna use is not recommended for individuals with certain medical conditions. Participants should consult their healthcare provider before use. Sauna use is not suitable during pregnancy or if you have had a recent operation, recent heart attack, low blood pressure or have unstable angina. Northern Steam is not responsible for any health issues that arise from sauna use. Users of saunas must follow all safety instructions provided by our staff and limit sessions to recommended durations. All persons using the sauna must complete the sauna waiver beforehand (the link will be sent within the booking confirmation email). Northern steam are not responsible for the packaging or ingredients in the drinks that we sell, please check this yourself before consumption.

4. Age and Supervision

Minors (under 18) may use the sauna only with adult supervision. Children under 12 are not permitted to use the sauna. Parents/guardians are fully responsible for minors under their care.

5. Location Requirements

The rental location must be accessible for our delivery vehicle (clearance of at least 12 feet width and 14 feet height). The customer is responsible for ensuring adequate space and appropriate ground conditions. Additional fees may apply for difficult-to-access locations.

6. Liability and Damage

The customer is responsible for any damage to the sauna unit beyond normal wear and tear that occurs during the rental period. Northern Steam is not liable for personal injuries, lost items, or property damage at the location. All participants use the sauna at their own risk.

7. Rules of Use

No glass containers, sharp objects, or hazardous materials are permitted in or near the sauna. Excessive alcohol consumption is prohibited. Participants must wear appropriate swimwear. Aggressive or disruptive behavior will result in immediate termination of service without refund.

8. Limitation of Liability

Northern Steam's total liability for any claim arising from this agreement shall not exceed the amount paid for the rental. We are not liable for any indirect, incidental, or consequential damages.

9. Changes to Terms

Northern Steam reserves the right to modify these terms at any time. Changes will be posted on our website and take effect immediately. Your continued use of our services constitutes acceptance of any modifications.