

Cold Plunge

TERMS AND CONDITIONS

Booking, cold-water safety and facility rules

Provider	SOUL Wellness C.I.C., trading as SOUL Wellness Hub & Cafe
Company number	15059642
Registered office	The Former Methodist Church, Burnley Road, Sowerby Bridge, United Kingdom, HX6 2TL
Contact	info@soulwellnesshub.com +44 1422 836973
Effective date	3 September 2026
Session	One 15-minute slot, or two 15-minute periods within a 60-minute booking, as confirmed
Minimum age	16
Cancellation notice	24 hours
Cancellation fee	£1.00 (includes administration and payment processing)

These terms apply to each cold-plunge session booking supplied by SOUL. They supplement the SOUL General Terms and Conditions ("General Terms"). If there is a conflict, these terms take priority for the practical use and safety of this service; mandatory consumer law always takes priority.

Important: contamination you cause, including accidental or involuntary contamination without negligence, may lead to a charge for necessary restoration costs up to £50. This is not an automatic fee. See section 5 below and section 9 of the General Terms for the limits, exclusions and dispute procedure.

1. Booking, payment and cancellation

Full payment is normally required when booking. The price, date, time and duration are shown before payment and in the confirmation.

Cancel or reschedule at least 24 hours before the session start time to receive a refund to the original payment method or credit issued as a voucher, in either case less the fixed £1.00 cancellation administration fee. This disclosed fee covers cancellation administration and any payment-processing cost that SOUL cannot recover; no separate processing fee is added. The fee does not apply to a booking paid entirely with a SOULcare benefit, where SOUL cancels, or where a full refund is required by law.

If less notice is given, SOUL may retain or charge an amount reflecting the reasonably unavoidable loss caused by the cancellation, up to the booking price. SOUL will take reasonable steps to refill the slot and reduce the charge accordingly. Any administration or payment-processing cost is included within that amount and is not added again. A member's late cancellation or no-show may be treated as use of the relevant allowance.

The General Terms explain statutory cancellation rights, what happens if SOUL cancels, late arrival, service standards, liability, privacy and other legal matters.

2. General safety and conduct

- Follow the briefing, displayed rules and reasonable staff instructions.
- Do not attend while under the influence of alcohol or non-prescribed drugs, while affected by a contagious illness, or with an uncovered open wound.
- Give accurate answers to requested safety questions and tell staff about relevant health conditions, pregnancy, medication, allergies, recent procedures or anything else that may affect safe participation.
- Stop immediately and seek assistance if you feel faint, unwell, distressed, unusually short of breath or experience pain.
- Move carefully on wet surfaces, respect other customers' privacy and leave the area in a safe and tidy condition.

Important: SOUL's wellness services are not medical treatment or a substitute for diagnosis or advice. If you are unsure whether the service is suitable, obtain advice from an appropriately qualified healthcare professional before booking or attending.

3. Cold-plunge rules

- You can use our cold plunge in the nude, or with a swim suit/trunks. Whichever way you feel comfortable, is the right way for you.
- Shower before using the cold plunge and towel dry yourself before making your way to it. Thoroughly dry yourself after using the cold plunge and before re-entering the building. Do not introduce oils, creams, jewellery or other contaminants.
- Place used towels in the towel basket provided in the sauna room. If you use one of our towels, place it in the basket for cleaning. Do not leave wet towels anywhere else inside or outside the building.
- No outdoor or indoor footwear, flip-flops, Crocs or sandals are allowed in the cold plunge. The only footwear permitted in the cold plunge is verruca socks or scuba/water socks.
- Enter and leave as instructed. Do not jump or dive. Never exceed the instructed immersion time.

4. Cold exposure and medical advice

Cold-water immersion can cause cold shock, involuntary gasping, breathing difficulty, dizziness, hypothermia and cardiovascular stress. Leave immediately if you feel unwell or cannot control your breathing. Do not use the cold plunge during pregnancy.

Do not use the cold plunge if you have a communicable or infectious disease or illness, a skin disorder, large open cuts or wounds, are taking powerful sedatives, or have schizophrenia.

Do not use the cold plunge without your doctor's permission if you have epilepsy, diabetes, kidney failure, chronic heart disease, or any other condition that may be adversely affected by cold exposure or immersion.

Do not use the cold plunge if you have incontinence, and do not voluntarily or involuntarily release bodily fluids into it. Do not use it during your menstrual cycle without appropriate sanitary products.

If you are taking any medication or are under medical care for any reason, consult your own doctor before using the cold plunge.

5. Damage, belongings and responsibility

If you cause contamination of the cold plunge with blood, urine, faeces, vomit, transferable hair dye or other material that reasonably requires work beyond routine between-session cleaning to restore safe use, you must pay the actual, reasonable and evidenced restoration costs, up to £50 in total per incident. This applies even if the incident is accidental or involuntary and you were not negligent. The exclusions, cost limits, evidence requirements and dispute procedure in section 9 of the General Terms apply. £50 is a maximum, not an automatic charge. Ordinary sweating and other expected effects of normal permitted use are not chargeable. Report any incident to staff promptly.

Secure personal belongings and follow all reasonable instructions. Nothing in these terms excludes SOUL's responsibility for foreseeable loss caused by its breach or failure to use reasonable care and skill, death or personal injury caused by negligence, fraud, or statutory consumer rights.