



# 7<sup>th</sup> Heaven Float Room Ltd.

## Terms & Conditions

Company Reg No. 12125841

At 7<sup>th</sup> Heaven Float Room Ltd., we endeavour to provide a clean, relaxed and safe environment for our customers at all times. We ask that you fully review the details below prior to ticking the box indicating your agreement.

By ticking the box and confirming your agreement to our terms & conditions, you take full responsibility for your health and safety, and/or the health and safety of anyone that you are signing on behalf of. These terms & conditions apply to your first float experience, as well as any subsequent float experiences at 7<sup>th</sup> Heaven Float Room Ltd.

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**New Client (Agreement) Form:** All new clients are required to sign the New Client (Agreement) Form. In doing so, you agree that by floating at 7th Heaven Float Room, whether as a paying customer or as a guest; you commit to our terms and conditions and that you understand you are liable for any repercussions resulting from the infringement of this policy.

**Pre-Payment:** Payment is required in advance, via our website online booking facility at the time of booking. Those who wish to take out a float membership with us will be requested to pay monthly dues via a direct debit agreement with us.

**Gift Cards:** All gift cards are valid for one year, starting from the date of purchase. Gift cards are non-refundable but may be transferred to someone else. Expiry dates of gift cards cannot be extended, unless due to exceptional unforeseen circumstances. Any out-of-date cards will be donated to local schools and/or charities for use as raffle prizes.

**Float Package Expirations:** Float packages must be used within the expiration period, which begins from the date of purchase.

- *Single Float (3 months expiry)*
- *Introduction to Floating – Float 3 Times package (3 months expiry)*
- *x5 Float Bundle/Package (5 months expiry)*
- *x10 Float Bundle/Package (10 months expiry)*

**Float Memberships:** There is a minimum sign up of 3 months for all float memberships. Expiry dates do not apply to membership floats\*. If for any reason you cannot make your scheduled float session, it can be rolled over to the following month (up to a maximum of 3 months roll over). However, you must advise us 24 hours ahead of your scheduled float session if you cannot attend, for the roll over to be granted. Below is an outline summary of our monthly membership options:

- *Silver Membership (Float Monthly):* 1 x 60 minute Float per month
- *Gold Membership (Float Fortnightly):* 2 x 60 minute Floats per month
- *Platinum Membership (Float Weekly):* 4 x 60 minute Floats per month

\*Once the membership contract has been cancelled a 3-month expiry date will be applied to all accrued floats on the membership account.

**Membership Charge Authorisation:** By signing up for one of our float memberships, you authorise 7th Heaven Float Room Ltd. to deduct monthly dues via a direct debit agreement from your bank account. The monthly deductions will begin on the date of sign up, or at a later date of your choice and will continue each month on the same date. By agreeing to our membership terms, you understand that charges will continue month-to-month until you choose to cancel or freeze your membership after the minimum term commitment, using the procedures as defined below.

**Membership Minimum Term:** 7th Heaven Float Room Ltd. monthly memberships have a set minimum term of 3 months. This is confirmed via receipt of your sign up to the membership. You cannot cancel your membership within this minimum term period.

**Membership Cancellation/Change Requests:** Memberships can be cancelled at any time after the minimum term of 3 months. To cancel your membership please provide us with one month's notice and submit your cancellation request to us in writing. Any membership change requests need to be submitted by the account holder. To cancel/change your float membership please [contact us](#).

**Membership Suspension/Freeze:** You have the option to suspend/freeze your membership at any time after your minimum 3 month term has lapsed. There is a maximum cumulative suspension/freeze period of 3 months in any 12-month period. We require your membership to be active for another 3 months before you can suspend/freeze it again. To suspend/freeze your membership please [contact us](#).

**Refunds:** We will offer a partial or full refund within 28 days of purchase, with the exception of gift cards. After this period all purchases, packages and memberships are non-refundable.

**Age Restrictions:** You must be over the age of 18 to book/attend a float session at 7<sup>th</sup> Heaven Float Room and we have the right to ask for your ID, if required. Special requests for minors to float with a parent/guardian will be dealt with on a case-by-case basis. If approved, anyone under the age of 18 will require a parent/guardian to sign all necessary disclaimers on their behalf and they will also need to be in attendance during their float session(s).

**Bookings:** All bookings are made online via our website and confirmed via email. We cannot accept a booking that is queried without email evidence of the booking being made and confirmed with us.

**Booking Cancellations:** If you wish to cancel or change a booking this must be done with a minimum of 24 hours' notice. This can be done via our website, or you can also contact us via telephone or email. Cancellations made more than 24 hours before the appointment time will result in a full refund being issued. Cancellations made less than 24 hours before the appointment time (inclusive of late/no-shows) will result in the full charge with no refund, except for extraordinary circumstances.

**Float Induction/Client Safety:** All clients will receive a float induction and walkthrough of the Wellness Studio on their first visit to ensure their safety at all times. During the induction clients are advised of the importance to always float with their head towards the end of the Float Room nearest the door, as well as the importance to vacate the Float Room once the lights and/or music comes on at the end of their allotted session time. Clients can put themselves at risk of hair entanglement when the water filter automatically activates at the end of their session and must accept all liabilities, should they fail to adhere to these basic instructions.

**Appointments:** We encourage all first-time customers to arrive 15 minutes before their scheduled float time. For returning customers that don't require a float induction; we recommend you arrive at least 5 minutes before your session. As we are a small independent business and only have the one Float Room, there may be times when unfortunately we might need to close the studio at very short notice for emergency maintenance works or repairs. Should this ever occur, we will contact all clients with scheduled appointments, asking them to reschedule their float.

**Late Arrivals:** If you are more than 15 minutes late to your scheduled appointment, we reserve the right to refuse your entry and charge you 100% of the appointment.

**No Shows:** If you fail to attend a scheduled appointment without notifying us beforehand, we reserve the right to refuse a refund or permit you to reschedule the session without incurring cancellation fees.

**Studio Etiquette:** Our Wellness Studio is located in a residential area, and therefore we ask that our clients remain mindful at all times when arriving/departing, to ensure not to disturb our neighbours. We require all customers to kindly remove their shoes in our reception area, before entering the float suite/wet room. Spa slippers are provided if required, or customers may wish to bring their own pool shoes. Clients must shower both before and after their float session, ensuring that all traces of cologne/perfume, make-up, creams/lotions are fully removed before entering the Float Room.

**Contamination of the Float Room water solution:** Hair dye and fake tan has been shown to cause many incidents of Float Room solution discolouration. The leeching of the dye and/or fake tan can permanently stain the interior of the float room, as well as our towels and it can also be close to impossible to remove from the water solution without a full replacement of both the salt and water. If you dye your hair please ensure the dye is fully set; which is usually after around 10 days, before you float with us. If you have recently applied fake tan please wait at least a week before floating. Any violation to our terms and conditions resulting in contamination of the float room solution (including, but not limited to hair dyes, fake tan, oils, make-up and/or any bodily fluids/excrement) will result in a cleaning, loss of business and salt replacement fee, of up to £1,500.

**Personal/Valuable Items:** Any personal/valuable items which clients decide to bring with them to their float experience are at their own risk in the event of any damage/loss. We encourage clients to leave such items at home.

**Health Conditions:** We are not medically trained, and therefore you're encouraged to check with your doctor should you be unsure of your ability to partake in floatation therapy. Should you have any health conditions; in particular mental health conditions which might impact your ability to float safely or comfortably (for example; severe depression, PTSD or suicidal thoughts) then you must seek approval from a medical practitioner before floating with us. If you have any physical health conditions which could impact your ability to float safely and/or comfortably (for example; if you are diabetic with insulin dependency, have chronic heart or kidney disease, asthmatic, very low blood pressure, skin conditions/allergies [in particular to salt or magnesium]), then you must seek approval from a medical practitioner before floating with us. Floating may lower blood pressure and therefore anyone with a history of high ( $\geq 180/120$ ) or low ( $\leq 90/50$ ) blood pressure will need medical

authorisation to float and ensure to take extra care when standing up at the end of their float session. Anyone who suffers from vertigo when lying down, must be aware that the same could occur during a float session.

**Floating whilst Pregnant:** Many expectant mothers enjoy floating whilst pregnant, as it allows you to escape the added weight of pregnancy by taking the strain off the body and spine (not to mention the feet!). It promotes excellent sleep, a lovely sense of wellbeing, and can help with all the aches and pains normally associated with pregnancy. However, as with any activity whilst pregnant, we advise you discuss your plans to float with your midwife/doctor prior to scheduling your float session with us. Although it's perfectly safe to float whilst pregnant, we do not advise floating during the first trimester as this is always a risky time during any pregnancy. We also advise to float with a partner during your third trimester, in case you experience any difficulties getting in/out of the float room.

**Allergies & Reactions:** The Float Room water solution contains 650kg of Epsom Salts (Magnesium Sulphate). Oxygen-based oxidizers are also used to treat the water and destroy any bacteria. By signing our New Client (Agreement) Form, you acknowledge that in some rare cases people may experience skin allergies to such chemicals and therefore you are taking full responsibility should you experience any such reactions. If you have a health condition, or you are taking medication which may have adverse effects due to the immersion in the concentrated magnesium sulphate (Epsom Salt) water solution, then it will not be possible for you to float. Those who have recently had a Keratin hair treatment, should avoid floating as keratin can be affected by any salt water, especially the highly saline water used in floatation therapy.

**Customers with a Disability:** It's important to us that everyone can enjoy the endless benefits of regular float sessions at 7<sup>th</sup> Heaven Float Room. As a service provider we are mindful of our legal obligations under the equality legislations. We aim to be compliant with these legal responsibilities in order to deliver an outstanding experience which meets all of our customer needs and, wherever possible, exceeds the statutory requirements placed upon us. As part of this commitment to our customers, we seek to ensure that those with a disability are treated no less favourably than anyone else and we will make every reasonable adjustment as appropriate to accommodate everyone who wishes to float with us. However, safety is always our top priority and therefore we ask that anyone with a disability consults with their medical consultant first before booking a float session with us. By signing our New Client (Agreement) Form, you are confirming that you have spoken to your medical adviser and that you have their authorisation to float.

Our Wellness Studio is a single storey building and is accessible for wheelchair users, although we are not equipped with a hoist to help disabled clients in/out of the Float Room. Unfortunately we cannot guarantee that every person who contacts 7<sup>th</sup> Heaven Float Room will be able to float. If you have any doubts though, please do not hesitate to contact us and we will be happy to assess any necessary precautions/measures that we may need to take into consideration to ensure a safe and happy floating for you.

Please [contact us](#) before making a float booking if you have a disability, so that we can discuss your visit. We will have to make a decision on a case-by-case basis and we will talk through the process together with you and ensure that it's completely safe before allowing you to float with us; either with or without a carer present, so that we can make sure we're fully prepared to support your visit.

Although we aim to accommodate all customers with disabilities, we are also focused on ensuring that we do not put any of our customer in a dangerous situation. Therefore, we ask that anyone with a disability who wishes to float with us, agrees to the following conditions:

- You have received approval from your doctor/medical adviser that is safe for you to float.
- You are able to get dressed/undressed & shower alone (or with the help of a carer).
- You are capable of stepping in/out of the Float Room alone (or with the help of a carer).\*
- You are comfortable spending an hour floating in 10" water heavily saturated with Epsom Salt (alone, or with a carer).
- You are able to open the Float Room door alone (or with the help of a carer).
- You are able to press the emergency call button from the inside of the Float Room.

\*As we do not have a hoist to lower customers in/out of the Float Room, please be aware that it is at your own risk and the risk of your carer(s). Your carer(s) who are assisting you, are required to sign the same client agreement form. To get in/out of the Float Room you need to be able to step over the doorway opening (approx. 2ft high). There are grab bars both on the outside and inside of the Float Room to hold onto and steady yourself. However, please remember that salt water on the wet room floor can be very slippery, despite having appropriate non-slip flooring in place.

**General:** All sales are subject to these terms and conditions and no other shall apply. By making a booking on our website or by phone constitutes acceptance of our terms and conditions of sale. We reserve the right to make alterations or update our terms and conditions as necessary at any time. All alterations will apply as soon as changes are made.

**Website & Social Media Content:** Whilst every effort has been taken to ensure the accuracy of all content on our website and social media platforms, some errors may occur and 7<sup>th</sup> Heaven Float Room is not liable for any perceived inaccuracies.

**Complaints and/or Concerns:** Whilst we make every effort to ensure your customer experience is flawless at 7<sup>th</sup> Heaven Float Room, should you ever have any complaints and/or concerns, please send us an email and we will endeavour to respond within 24 hours and work the issue through to a satisfactory conclusion.

**Privacy:** Your details will not be shared with any third parties by 7<sup>th</sup> Heaven Float Room Ltd. For further details, please refer to our privacy policy.

