



Haar Sauna Cancellation Policy

At Haar Sauna, our cancellation policy ensures fairness while safeguarding the resources we dedicate to preparing your session.

Rescheduling and Cancellations

To offer flexibility and convenience, clients can manage their bookings online with the following policies:

Self-Service Cancellation via My Bookings: Clients can cancel their appointments, classes, or courses online up to 5 days before the scheduled start time.

Self-Service Rescheduling: Clients can reschedule their bookings online up to 3 days before the scheduled start time.

Please Note:

We understand that unforeseen circumstances may arise. To reschedule, please email us at info@haarsauna.com with your booking details (name, date, time, and location).

A £15 admin fee will be deducted from refunds to cover payment-processing and administrative costs.

No-Shows and Same-Day Cancellations

Cancellations on the day of your booking or failure to show up will not be eligible for a refund or rescheduling.

Weather Warnings

Safety First: Haar Sauna may close if severe weather conditions pose safety risks to guests and staff. In the event of a Met Office weather warning affecting your session, bookings will be rescheduled only. We will notify guests in advance via email or telephone if a closure is expected due to weather. No refunds will be issued under these circumstances.

We appreciate your understanding and cooperation and look forward to providing you with a memorable sauna experience at Haar Sauna.