

LAN BATHHOUSE TERMS & CONDITIONS

Terms & Conditions at LAN Bathhouse

Dear Valued Guests,

Thank you for choosing LAN Bathhouse. We look forward to providing you with a calm and rejuvenating sanctuary amidst the bustle of daily life.

To ensure the best experience for you and all guests, please carefully read and follow the terms and conditions outlined below. We appreciate your understanding and cooperation.

CANCELLATIONS & RESCHEDULING

We understand that unexpected events may arise. While we are considerate of your circumstances, please also be mindful that our bathhouse operates with limited capacity, and last-minute cancellations often cannot be filled.

- **48 hours' notice** is required to cancel or reschedule any booking.
- **7 days' notice** is required for bookings of **4 or more guests**.

If a booking is cancelled **within the required notice period** or the guest is a **no-show**:

➤ **The full session fee will be charged in its entirety.**

late cancellations or no-shows are charged at 100% of the booking value.

Group bookings follow the same policy.

Thank you for understanding the importance of respecting our schedule and our therapists' time.

ARRIVAL & ACCESS

LAN Bathhouse is located in the busy central district, and parking availability may vary depending on time of day.

Please allow sufficient travel time to ensure timely arrival.

We recommend using nearby public parking areas or public transport if possible.

LATE ARRIVALS

To allow adequate time for check-in and safety briefing, please arrive **5 minutes before** your session.

If you are running late, kindly notify us.

While we will always attempt to provide the full duration of your booked session, late arrival may result in a shortened experience, as we must honour subsequent bookings.

If we are running behind schedule, we will honour your full session time.

BATHHOUSE ETIQUETTE & GUEST CONDUCT

LAN Bathhouse is a quiet, restorative environment. To maintain the serenity of the space:

- Please switch **mobile phones to silent** before entering.
- Be mindful of noise when entering or exiting shared areas.
- Store personal belongings securely in your locker. LAN Bathhouse is **not responsible for lost or misplaced items**.

If you are dissatisfied or experiencing discomfort, please notify staff **within 10 minutes** of commencing your session so we can make adjustments.

Once the session is completed in full, we may not be able to provide remedies.

SAFETY & HYGIENE

The bathhouse environment includes **hot pools, steam rooms, saunas, slippery surfaces**, and other features requiring appropriate caution.

Please follow all posted instructions and staff guidance.

Guests under the influence of drugs or alcohol may be denied entry for their own safety and that of others.

PET & ANIMAL POLICY

To ensure the safety of all guests—and due to hazards such as high heat, steam, hot water, slippery floors, and water jets—**LAN Bathhouse does not permit any pets or animals on the premises, including service animals**.

This policy protects the wellbeing of animals in an environment unsuitable for them and is **not a form of discrimination against** individuals with disabilities.

Guests requiring additional assistance are encouraged to contact us in advance so we may provide alternative reasonable support.

HARASSMENT & INAPPROPRIATE BEHAVIOUR

LAN Bathhouse has **zero tolerance** for harassment, threats, intimidation, or inappropriate behaviour toward staff or other guests.

If harassment or threatening behaviour occurs:

- Staff may stop the session immediately.
- Guests may be asked to leave the premises.
- In severe cases, law enforcement may be contacted.

This includes verbal intimidation, aggressive behaviour, and all forms of sexual harassment.

PAYMENTS & BOOKINGS

A **100% payment** is required at the time of booking.

Deposits must be paid **48 hours before** the appointment. Unconfirmed bookings may be cancelled.

Gift vouchers may be used as deposits and are redeemed in full once the booking is confirmed.

Payment methods include card and cash. A **2% surcharge** applies to all card transactions.

Public holiday bookings incur a **15% surcharge** due to increased staffing costs.

For group bookings:

- **No split payments** are allowed.
- Refunds from the booking system may take **1–5 business days**.

If a guest shortens or changes services last-minute, the booking will still honour the **original scheduled duration** out of respect for staff availability.

GIFT VOUCHERS & STORE CREDIT

Gift vouchers are available for all bathhouse sessions and treatments.

- Gift vouchers are **non-refundable** but may be redeemed for bathhouse services or selected retail products.
 - Treat your voucher like cash; **lost or stolen vouchers may not be replaced**.
 - Store credit is **non-transferable** and cannot be reissued if lost.
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REFUND POLICY

Refunds are generally not available for sessions or services once purchased, except where

required under Australian Consumer Law.

Refunds may be provided only when:

- We are unable to provide the service you purchased;
- You decline to provide necessary information required to safely deliver a prepaid treatment;
- You are entitled to a refund under Australian Consumer Law.

Refunds are not available for:

- Change of mind;
- Transferring services to other individuals;
- Completed services where concerns were not raised during the session.

A **5% processing fee** applies to all approved refunds.