Hot Horse Sauna – Operational policies and risk assessments

**Document Version:** 1.1 (October 2026) **Review Date:** May 2027

## Policies:

### Booking & Cancellation Policy

- Cancellations & Rescheduling:
  - Cancellations made **more than 48 hours** before the scheduled session will receive a refund or a free transfer to another available slot.
  - Cancellations made with **less than 48 hours** notice (or no-shows) are strictly non-refundable.
- Late Arrivals:
  - Sessions operate on strict, pre-booked time slots. If a client arrives late, their session cannot be extended out of respect for subsequent bookings.
  - Booked Sauna guests who know that they are going to be late are encouraged to contact Hot Horse Sauna staff as we may be able to re-book onto a later session.
- Operator Cancellation:
  - If the business must cancel a session due to extreme weather, safety concerns, or mechanical towing/vehicle issues, clients will be offered an immediate full refund or priority rescheduling.

### Sauna wear & Hygiene Policy

- Appropriate Swimwear:
  - All sauna users must wear clean swimwear. Sauna users should avoid large metal zippers, buckles, clasps etc. as these can heat up in the sauna environment and cause skin burns.
- Footwear:
  - Outdoor footwear must be removed before entering the horsebox. Clean flip-flops or sliders may be worn up to the steps, but entering the sauna must be done barefoot or in dedicated, clean sauna socks.
- Towel Rule:
  - For hygiene and to preserve the wooden benches, sauna users must sit on a clean towel that covers the bench entirely beneath their body.
- Jewellery & Personal Items:
  - Guests are strongly advised to remove all jewellery, watches, and glasses before entering. Metal and glass jewellery conduct heat rapidly and can cause burns or even shatter.

### Drug & Alcohol Policy

- Zero Tolerance for Intoxication:
  - Guests who appear under the influence of alcohol or illicit substances will be strictly refused entry. No refunds will be issued under these circumstances.
- No Consumption On-Site:
  - No alcohol or drugs may be consumed inside the sauna or within the designated perimeter of the mobile setup.
- Hydration Focus:
  - The business reserves the right to ask any guest to step out if they show signs of heat exhaustion or dizziness. We encourage water to be taken into the sauna.

### Gender & Equalities Policy

- Inclusivity Statement:
  - Hot Horse Sauna welcomes individuals of all genders, sexual orientations, races, religions and abilities. We operate a zero-tolerance policy toward discrimination, harassment, or body-shaming of any kind.

- Private vs. Communal Sessions:
    - For communal public slots, a respectful, friendly environment must be maintained by all participants. For clients requiring specific privacy (e.g., gender-segregated groups for cultural or religious reasons), private hire options are available.
- Accessibility:
    - Due to the nature of a converted horsebox, a slight step and a short ramp is required for entry. We are committed to assisting anyone with mobility needs wherever safely possible and encourage guests to contact us in advance to discuss specific access requirements.

## Lost Property Policy

- Liability:
    - Hot Horse Sauna accepts no responsibility for the loss of, or damage to, personal belongings left anywhere on the site.
- Retention Period:
    - Lost property items will be logged and kept in a secure holding area for a maximum of 14 days.
    - Perishable, low value or unsafe items such as food and drink may be disposed of immediately.
- Claiming Items:
    - Please get in touch if you think that you may have left lost property when using Hot Horse Sauna.
    - We will so our best to enable collection of your items as soon as possible.
    - We may ask you to provide identity for high value items.
    - Unclaimed items will be donated to charity or disposed of safely after 14 days.

## Health and safety risk assessment

**Assessment Date:** May 2026 **Assessor:** [Jon Abbott / Business Owner]

| Hazard | Identified risk | Control Measures |
|---|---|---|
| Moving around inside the sauna | Slips on sauna floor | Wooden duckboard to be used. Sauna to be cleaned between sessions with particular attention given to reducing water on floor areas. |
| | Accidental contact with woodburning stove. | Users to be briefed on not touching the stove.<br><br>Users instructed that only the sauna host will operate the stove and place wood in the firebox.<br><br>Bench ends to be installed so that users cannot slide off the bench towards the stove. |
| | Users can't get up to or down from the upper bench. | Max capacity of 8 people enforced to prevent overcrowding<br><br>Users advised that stools are provided to allow access to the upper bench. Users advised to ask for help if required and to stay on lower bench if necessary. |
| Getting in and out of the sauna | Tripping or slipping on the horsebox ramp. | Non-slip wooden ramp will be used.<br><br>Users will be asked if they need support to access the sauna. |
| | Tripping or slipping in the area around the sauna. | The area immediately around the sauna will be monitored so that no pooling water is allowed to collect.<br><br>The area immediately around the sauna will be kept clear of any objects that would represent a trip hazard. |

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| Putting water on the stones in the sauna. | Steam burns | Users will be advised on safe application of water on the stones to create the Löyly. Users will be advised that small amounts of water should be applied slowly, from the rear of the stove towards the front and never all at once.<br><br>A long handled wooden spoon will be used in the sauna so that users will not need to be too near to the rising steam. |
| Sauna oils and scents. | Allergies triggered by Sauna oils.<br><br>Flare ups from sauna oils being poured onto the stones directly | Sauna oils and scents will not be used in social sauna hire sessions or on days where social sauna sessions are booked. Oils will only be used when all sauna users have been informed of their ingredients and have agreed to their use.<br><br>The sauna will be cleaned after sauna oils have been used – before the next social sauna.<br><br>Users will be instructed that they must not pour essential oils on to the stones.<br><br>Users will be shown how sauna oils must be diluted in the sauna water safely before use. |