

Terms & Conditions – Wild Sauna Norway

By completing a booking on wildsauna.no, you agree to comply with the following Terms and Conditions. Please read them carefully before using our facilities.

1. Company Information

- Legal Company Name: Wild Sauna Norway AS
- Organization Number (Organisasjonsnummer): 834 195 682 MVA
- Website: www.wildsauna.no
- Contact Email: wildsaunanorway@gmail.com
- Phone: 96634794

2. Payment Terms & Service Delivery

- Payment Processing: Payment transactions are securely processed via Dintero through the Gibbs booking system.
- Payment Capture: Payment is captured immediately at the time of online booking to lock in your reserved slot.
- Service Delivery: Delivery occurs instantly upon payment confirmation when your booking slot and access instructions are issued via email or SMS.

3. Right to Cancel & Refunds

- Standard Policy: We do not offer refunds for changes of mind, poor weather conditions, or late arrivals. However, we are happy to assist with rescheduling your booking whenever possible.
- Statutory Right of Withdrawal (Angrerett): Under the Norwegian Right of Cancellation Act (Angrerettloven § 22 m), time-bound leisure services (such as sauna session bookings) are exempt from the standard 14-day right of withdrawal once reserved for a specific date and time.
- Cancellations by Wild Sauna: We reserve the right to cancel bookings due to severe weather, technical issues, maintenance, or safety concerns. In such cases, affected guests will be offered a choice between rescheduling, receiving a gift card or a full refund.

4. General Conduct, Safety & Fines (All Locations)

Bookings & Guest Limits

- Capacity: Bookings are strictly valid only for the number of guests stated in the reservation. Unpaid guests are strictly prohibited. Random checks occur regularly; bringing unauthorized guests will result in a 2,000 NOK fine.
- Punctuality & Access: Access is only permitted during your booked time slot. Do not enter early, and ensure you vacate on time out of respect for arriving guests.

Sauna Care & Safety Rules

- Sauna Oven Hazards: NEVER place towels, clothing, buckets, or any items within 1 meter of the sauna oven. Never dry items on or near the oven. This is an extreme fire hazard and may be considered gross negligence.
- Fresh Water Only: Only fresh, clean water may be used on the sauna stove. Using salt water, or any other substance damages the oven and carries an immediate 2,000 NOK fine.
- Shoes & Doors: No shoes or flip-flops are allowed inside the sauna. Always keep all sauna doors properly closed to retain heat and prevent damage.
- Never adjust, unplug, or operate any electrical equipment inside the sauna; Control panels, fuse boxes etc... Doing so will result in an immediate 2,000 NOK fine.

Food, Alcohol & Prohibited Substances

- Alcohol & Intoxication: Consumption of alcohol and drugs is strictly prohibited. Guests under the influence are not allowed on the premises and will be denied access without a refund.
- Beverages: Colored beverages are not permitted inside the sauna.
- Flames & Smoking: Smoking, vaping, candles, or open flames are strictly prohibited in and around all facilities.
- Snus, chewing gum and salt scrubs are not permitted inside.

Hygiene, Health & Conduct

- Hygiene: All guests must sit on a clean towel while inside the sauna. Leave the sauna and surrounding area clean and tidy after use.
- Minors: Children under 18 years of age must be supervised by an adult at all times.
- Public Decency: Refrain from nudity or any behavior that is unacceptable in a public place.
- Health Precautions: Sauna use and cold-water swimming are strictly at your own risk. Do not use the sauna if you are pregnant, under the influence, or have medical conditions affected by heat unless cleared by a doctor. Leave immediately if you feel dizzy, weak, or unwell. Remember to stay hydrated.

Slippery Conditions, Damage & Liability

- Slips & Falls: Wet, icy, and slippery surfaces occur frequently—especially during winter, rain, or darkness. Tread with extreme care.
- Personal Belongings: Wild Sauna Norway accepts no responsibility for lost, damaged, or stolen personal items.
- Damage & Security: You are responsible for locking the sauna/gates properly after use. Unlocked facilities or unreported damages to equipment, ovens, or furniture will result in financial liability and potential police reporting.

- Emergency: In case of emergency, locate the on-site fire extinguisher and contact emergency services immediately.
- Right of Refusal: We reserve the right to deny access or remove any guest behaving dangerously, aggressively, or in violation of these terms without a refund.

5. Location-Specific Rules

Voss

- Liability Parties: Sauna use is at your own risk; Wild Sauna Norway, Voss kommune, and Park Hotel Vossevangen carry no liability for accidents, injuries, theft, or health issues.
- Restrooms: Restroom facilities are available inside Park Hotel Vossevangen. Guests must be fully clothed and completely dry before entering the hotel premises.
- Water & Swimming: Lake temperatures can be extremely cold swim at own risk, there is safe access from the beach down to the right.

Bakka (Gudvangen)

- Liability Parties: Sauna use and fjord swimming are at your own risk; Wild Sauna Norway, the landowner, and Aurland kommune carry no liability.
- Water & Swimming: Fjord temperatures can be extremely cold. Use the ladder on the left side of the dock or stairs on the right side.
- Neighbouring Areas: The beach area to the left belongs to the campsite and is strictly off-limits to sauna guests.
- Fresh Water Supply: The water bucket for the stove must only be filled from the freshwater tank located outside.
- Restrooms: Restrooms are located in the red barn (first building on the right walking towards Gudvangen). Use your sauna access code to enter.

Lærdal

- Liability Parties: Sauna use and fjord swimming are at your own risk; Wild Sauna Norway, the landowner, and Lærdal kommune carry no liability.
- Access & Security: Do not open the gate or enter the sauna area without a valid booking. Secure both the gate padlock and the sauna door when leaving.
- Water & Swimming: Fill water buckets only from the designated tank near the boathouse. Diving and jumping into the fjord are prohibited unless conditions have been personally assessed as safe by the guest. If you choose to swim, we recommend doing so on the right hand side of the sauna (turn left when walking out the sauna door).
- Emergency Equipment: Fire extinguishers are located inside the changing room and mounted on the exterior boathouse wall.