

Online Store / Service Provider

Blueberry Hill Sauna Oy/ Saunalaituri Höyry (hereinafter referred to as the Service Provider)

Business ID: 3485569–9

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info@saunalaiturihoyry.fi

Terms of Use for Saunalaituri Höyry

Let the Steam take you away! These rules ensure a safe and enjoyable sauna experience for everyone. Please read them carefully.

1. General Information About Our Service

Saunalaituri Höyry offers self-service sauna sessions and swimming opportunities in a maritime environment. The service operates automatically: once you've booked a sauna session through our reservation system, you receive confirmation after payment, and the sauna heater starts automatically. The Service Provider sells products and services to individuals, businesses, and organizations. Product prices include value-added tax (VAT). We reserve the right to change prices, shipping fees, and delivery methods.

2. Unauthorized Use and Consequences

If you allow individuals without paid session to enter the sauna, you will be charged:

- The original session price for each extra person, plus a 50-euro investigation fee.
- Repeated violations will result in permanent removal of access to Saunalaituri Höyry.

3. Safety and Rules

- Winter swimming alone is prohibited for safety reasons. If you have health concerns, consult your doctor about winter swimming suitability. Damaging facilities or property is prohibited. Commercial photography requires separate permission.

4. Prices and Payment

Sauna session prices may vary based on the time of day. Prices are subject to change, and up-to-date rates can always be found in our reservation system. We accept the following payment methods: Paytrail (online payment, credit card payment), Epassi, Edenred, and Smartum. Products are ordered through the reservation system by adding them to the shopping cart and paying via an online payment service. All customer information is handled confidentially. Contact details requested during ordering are used only for order processing or resolving any issues unless otherwise specified. By ordering from our online store, you are expected to review and commit to the terms and conditions in effect at the time. Payment processing and service provision are handled by Paytrail Oyj (2122839–7) in cooperation with Finnish banks and credit institutions.

5. Reservations and Cancellations

Purchased sauna tickets cannot be refunded. However, the booker can transfer their ticket(s) to another person or reschedule. The transfer must be reported at least 72 hours before the session via the email provided in the booking confirmation. The new booking time and the ticket holder's name must be included. If the new session price differs

from the original, we charge the possible price difference. Note that we do not refund lower prices. The cancellation policy applies to all tickets and products sold through the Service Provider's online store and reservation system. Upon receiving your order, you will receive an email confirmation detailing your purchase. Always check the order confirmation. If you have any questions, contact the Service Provider immediately.

6. Responsibilities

We are not responsible for customers' personal belongings. In case of technical disruptions or force majeure events (such as extreme weather conditions), we will notify customers as soon as possible but are not liable for indirect damages. We recommend reviewing winter swimming safety guidelines before starting the activity. After payment, you will receive an email with your booking confirmation and receipt.

7. Gift Cards and Ten-Ticket Passes

Gift cards and ten-ticket passes are valid for 12 months from the purchase date. Any unused balance is non-refundable.

8. Data Protection and Monitoring

We collect and store the following basic information: name, email, and phone number. Security camera recordings are stored for seven days and are used for safety monitoring and investigating potential misuse. You may request a review or deletion of your data via info@saunalaiturihoiry.fi.

9. Changes to Terms

We may update these terms. Continued use of the service after changes implies acceptance.

10. Applicable Law

Finnish law applies to these terms of use. For any questions regarding the terms or our service, contact: info@saunalaiturihoiry.fi