

FAQ

General Information

Our property is proud to offer a non-smoking environment. We ask you to leave your e-cigarettes, vape pens, and any tobacco or cannabis-related products at home.

To maximize your experience, we recommend all guests have a shower prior to entering the village.

As you may expect, the property is a peaceful place and thus, inappropriate behaviour does not have its place here.

To respect the calm atmosphere of the property, food and drinks must be left at its doors or in your vehicle. However, you may keep your reusable non-glass water bottle on hand to rehydrate after a good sweat. Please bring your own water.

The Sauna

Whilst you may bring your water bottle to the sauna, we do ask you to refrain from bringing it inside the sauna. The bottles get very hot inside the sauna. Furthermore, sandals, glasses and jewellery should be left outside at all times.

For all attendees to enjoy their sauna experience, for sanitary reasons, you must always sit or lay down on your towel in our saunas.

The Southwestern Public Health has approved our cleaning and sanitation procedures for public use of the sauna.

The Cold Plunge

Whilst in the cold plunge, please refrain from splashing the water, or forcing the ice out of the bath.

The Southwestern Public Health has approved our cleaning and sanitation procedures for public use of the sauna.

Reservation and General Information

Should I make a reservation before visiting “creating calm” experience?

Yes, reservations are required to visit.

What is the maximum group number that I can book in?

4 people can be booked together online.

Is there a minimum age to enjoy the “creating calm” experience?

The experience is reserved for 19 years of age and older.

Is there a time limit on the visit?

Yes, 75 minutes.

Is there a washroom on site?

Yes, there are 3 washrooms inside the home on the property that you are welcome to use, change in prior/post experience.

Is this a silent experience?

No, you're welcome to talk, laugh, enjoy yourself as you see fit. You're welcome to use your cell phones outside the sauna, and hook up your music to the portable speaker.

Once we are ready to start, what can we expect?

Property owners will walk you through the experience from start to finish. Property owners will always be close by if you need them, but will respect your privacy at all times.

- Start the thermal cycling by with setting your music, connect to bluetooth, choose songs, have your towel handy and water bottle full.
 - Set timer for 10 minutes, enter Sauna. Find a seat, put your towel under your bottom.
 - Stay clear of the stove. Do not touch the hot stones. Do not have any part of your body close to the stones when you put water onto them. Steam is very hot and can burn your skin or splash up at your face.
 - Optional Eucalyptus to add to water bucket. Do not consume.
 - Control your breathing, know you'll sweat, a lot, and enjoy the heat.
 - When you are ready to leave the heat, push the top right corner of the door.
- Head to the cold plunge. Set the timer for your goal time (30 seconds to 4 minutes). Fully submerge your entire body into the cold water. Try your best to get your shoulders and arms in. Avoid dunking your head. Control your breathing. Once the timer goes off, leave the cold tub and grab your towel.

Head to the rest areas for 10 minutes, sit and relax.

Feel free to repeat this 2-3 times.

Are there any restrictions for people on medication or suffering from health issues?

The thermal experience may present risks for those suffering from angina, heart or respiratory problems, diabetes, and hyper—or hypotension—especially when these conditions are viewed as serious and/or uncontrolled. Do consult your doctor for personalized medical advice.

How do I change or cancel my reservation?

You may change or cancel your reservations by emailing us. Our reservations remain completely refundable to the original method of payment if cancelled or modified at least 48 hours prior to the reservation time. You may also postpone your reservation up to 48 hours before your original arrival time. Cancellations made between 24 and 48 hours prior will be entitled to a full reservation credit in the form of a gift certificate that will be sent to the email address used at the time of booking. You may then apply it to a future reservation. Modifications made to reservations with less than a 24 hours' will be forfeited.

Is nudity allowed?

No, nudity is not allowed at the property. Bathing suits are mandatory at all times.

If I am pregnant, can I still attend?

Do note that saunas, hot baths, and exfoliation are not recommended during pregnancy. Always consult your doctor for personalized medical advice. The thermal cycling may not be recommended for pregnant individuals because the temperature changes could lead to complications. Please consult your health care provider.

Is it possible to organize a corporate event at the property?

This would require a special conversation. The circuit would have to happen in small groups.

Preparing for Your Visit**I made a reservation online, What time should I arrive?**

Please arrive 5-10 minutes before your appointment to change, take a tour, and get familiar with the thermal cycling routine.

What if I have questions outside this FAQ before, during or after the circuit?

Please contact urbanjarsstthomas@gmail.com for questions that come up prior to or after. If you have questions during your stay, feel free to ask.