# Seasonal Wellness Membership

# Terms & Conditions

The Thermal Access Membership is designed to provide consistent access to the restorative spaces at Shou Sugi Ban House while preserving the integrity, privacy, and guest experience of the property.

By enrolling in the Thermal Access Membership, members agree to the following terms:

## *Membership Fee & Billing*

Monthly Membership Fee: $425 per month

Membership is billed automatically each month to the card on file.

Membership begins on the date of enrollment and renews automatically on a rolling 30-day cycle.

Membership fees are non-refundable.

Shou Sugi Ban House reserves the right to adjust pricing with thirty (30) days' written notice.

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## *Access & Inclusions*

Thermal Access Members receive:

Unlimited daily access to:

Retreat Thermal Suite

Movement Pavilion

Watsu Pool (during designated open sessions only)

Solarium Deck

One (1) complimentary group wellness class per week:

Valid for scheduled morning or evening classes

Class offerings vary seasonally

Unused weekly classes do not roll over

Ten percent (10%) savings on:

Spa Services

Retail purchases

Culinary offerings

Priority access to:

Special experiences

Limited-capacity programming

Select bookings

Access is available daily during standard operating hours and is subject to capacity limitations, private event closures, and operational needs.

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## *Thermal Suite Access*

Access to the Retreat Thermal Suite is included with membership.

From 7:00 AM – 9:45 AM and 7:00 PM – 9:00 PM, the Thermal Suite operates in a communal format shared exclusively between Overnight Retreat Guests and Thermal Access Members.

Access during communal hours is available on a first-come, first-served basis and remains subject to capacity.

Outside of communal hours, the Thermal Suite operates as a private-use experience and must be reserved in advance. Private bookings are subject to availability and applicable booking guidelines.

Members receive priority booking for all Thermal Suite reservations. Advance reservations are strongly recommended, particularly during peak periods, as availability is not guaranteed.

Members may arrive without a reservation. If space is available at the time of arrival, the Thermal Suite may be used without advance booking.

If the Thermal Suite is unavailable at a preferred time, members are welcome to enjoy full access to the remaining included amenities.

Shou Sugi Ban House reserves the right to limit, modify, or adjust access based on operational needs, private bookings, capacity limitations, or programming.

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## *Common Spaces, Session Use & Duration*

The Thermal Access Membership provides access specifically to the amenities outlined above.

This membership does not provide unlimited or unrestricted access to areas reserved for Custom Day Ritual guests and Overnight Guests, including but not limited to:

Main Barn

Healing Arts Barn

Conference Rooms

Main Pools

Magnolia Suite

Welcome Center

Guest Studios

Broader property grounds beyond designated member areas

Members are expected to be actively “in session” while on property. This means engagement in a wellness activity such as:

Utilizing the Thermal Suite

Participating in a movement or group wellness class

Using equipment in the Movement Pavilion

Attending a scheduled wellness session

Dining within designated culinary spaces

The membership is designed to support intentional wellness engagement. It is not intended for passive occupancy, co-working, prolonged social use, or all-day presence on property.

Member visits are limited to a maximum of three (3) hours per day unless otherwise approved by management.

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## *Technology & Business Use Policy*

To preserve the quiet and restorative environment of the property:

Zoom calls, video conferencing, virtual meetings, and speakerphone use are strictly prohibited in all member-access areas.

Phone calls must be brief and taken discreetly; extended conversations are not permitted in shared wellness spaces.

Laptops and business work activity are not permitted in thermal, movement, or shared wellness areas.

Members requiring space for business use may reserve a conference room at the applicable rental rate, subject to availability.

Shou Sugi Ban House reserves the right to enforce these standards to protect privacy, tranquility, and the overall guest experience.

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## *Reservations & Capacity*

Advanced reservations may be required during peak periods.

Access to the Watsu Pool is limited to scheduled open sessions and may be restricted during private bookings or special programming.

Shou Sugi Ban House reserves the right to limit access to preserve safety standards, operational flow, and guest experience.

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## *Member Conduct*

Members are expected to uphold the tone and integrity of the property at all times.

Membership is non-transferable.

Member benefits may not be extended to guests without a separate day pass or confirmed booking.

Respect for staff, fellow guests, and all property guidelines is required.

Failure to adhere to session-based use, time limitations, conduct standards, or technology policies may result in suspension or termination of membership without refund.

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## *Suspension & Cancellation*

Membership may be cancelled with thirty (30) days' written notice.

Temporary holds may be considered on a case-by-case basis and are not guaranteed.

Shou Sugi Ban House reserves the right to suspend or terminate membership at its discretion to protect safety, operations, and the guest experience.

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## *General Terms*

Benefits may not be combined with other promotional offers unless otherwise specified.

Discounts apply to the member only and may not be extended to others.

Membership does not include overnight accommodations.

Access and benefits are subject to seasonal programming changes, operational adjustments, and force majeure events.

Shou Sugi Ban House reserves the right to modify policies, access guidelines, or operational procedures as necessary.