24 Hour 3 Pack and 6 Pack - Terms & Conditions

Effective from the release of the 3 Pack and 6 Pack on Friday 27 November 2026.

These terms apply to all 24 Hour 3 Pack and 6 Pack purchases.

1. ABOUT THESE TERMS

1.1 These Terms and Conditions govern the purchase and use of the Vikasati 24 Hour 3 Pack (3 Pack) and 6 Pack (6 Pack), together the Packs. By purchasing a Pack, you agree to be bound by these Terms and Conditions together with Vikasati's General Terms and Conditions of Use (General Terms), which continue to apply in full.

1.2 In the event of any inconsistency between these Terms and Conditions and the General Terms, these Terms and Conditions prevail to the extent of the inconsistency.

1.3 Vikasati's General Terms and Conditions are available at vikasati.com.au.

1.4 The Packs are separate from the Black Friday Sale Packages released in November 2026 and from Vikasati gift cards, which remain governed by their own terms and conditions.

2. THE PACKS

2.1 The 3 Pack is available for $111.00 (saving $36.00 off the standard casual rate of $147.00 for three sessions).

2.2 The 6 Pack is available for $219.00 (saving $75.00 off the standard casual rate of $294.00 for six sessions).

2.3 Each session is a 90-minute bathhouse session. The standard casual session rate is $49.00 per person. All prices are inclusive of GST.

2.4 A Pack constitutes a prepaid service arrangement. Sessions within a Pack are equivalent in scope and entitlements to a standard casual session, subject to these Terms and Conditions.

3. AVAILABILITY

3.1 The Packs are available for 24 hours only, from 9:00am AEST on Friday 27 November 2026 until 9:00am AEST on Saturday 28 November 2026 (Sale Period). Packs cannot be purchased at these prices outside the Sale Period.

3.2 The Packs are available online and in person at Vikasati locations during opening hours within the Sale Period.

3.3 There is no limit on the number of Packs a single purchaser may buy. Multiple Packs may be held simultaneously.

4. VALIDITY AND EXPIRY

4.1 A 3 Pack expires three (3) months from the date of purchase. A 6 Pack expires six (6) months from the date of purchase.

4.2 Any unused session credits remaining at the expiry date will be forfeited and are not redeemable for cash, credit, or any other form of compensation.

4.3 The expiry date of your Pack will be confirmed at the time of purchase and is accessible via your Zenoti account profile.

4.4 A Pack cannot be extended, paused, or transferred to a new owner following purchase except as required by law.

4.5 It is your responsibility to monitor your balance and expiry date. Vikasati is not obliged to provide advance notice of impending expiry, though we may do so as a courtesy.

5. SHARING

5.1 The Packs are shareable. The purchaser may use session credits to book sessions for guests, subject to the following conditions:

(a) The purchaser must hold their own confirmed booking for the same session date and time as the guest.

(b) The purchaser must be physically present at the bathhouse for the session when sharing with a guest.

(c) Each guest must hold an individual confirmed booking for the same session.

5.2 Session credits cannot be used by a guest to attend a session without the purchaser present, and a Pack may not be transferred to another person.

6. REFUNDS AND CONSUMER GUARANTEES

6.1 The Packs are non-refundable for change of mind following purchase. No refund will be provided for unused sessions remaining at the time of expiry.

6.2 Nothing in these Terms and Conditions limits or excludes any rights you may have under the Australian Consumer Law (Schedule 2 of the Competition and Consumer Act 2010 (Cth)).

6.3 If Vikasati is unable to provide services in accordance with the consumer guarantees under the Australian Consumer Law, you may be entitled to a remedy. Where our liability cannot be lawfully excluded, our liability is limited (at our option) to

either:

(a) re-supplying the relevant sessions; or

(b) paying the cost of having those sessions re-supplied.

6.4 For any queries about your consumer rights, contact the Australian Competition and Consumer Commission (ACCC) at accc.gov.au or 1300 302 502.

7. SESSION REINSTATEMENT

7.1 If Vikasati cancels a booked session (for example, due to planned maintenance, facility closure, adverse weather, or other circumstances within Vikasati's control), the relevant session credit will be reinstated to your Pack.

7.2 Reinstatement under clause 7.1 does not extend the expiry date of your Pack.

7.3 Session credits will not be reinstated for cancellations or non-attendances by the purchaser in accordance with clause 8 of these Terms and Conditions.

8. BOOKINGS AND CANCELLATIONS

8.1 Pack sessions are subject to Vikasati's standard booking and cancellation policy as set out in the General Terms. The following conditions apply to each session:

(a) Sessions must be booked in advance through Vikasati's booking system in accordance with standard booking procedures.

(b) A booking may be cancelled without penalty by providing at least 6 hours' notice prior to the scheduled session start time.

(c) Late cancellations (less than 6 hours' notice) and non-attendances will result in the session credit being deducted from the Pack. No reinstatement will be made in these circumstances.

(d) If you arrive more than 15 minutes after your booked session start time, this will be treated as a non-attendance and the session credit will be forfeited.

9. LOCATION USE

9.1 The Packs are redeemable at the following Vikasati locations:

(a) 147 Musgrave Road, Red Hill QLD 4059 (operated by Vikasati Pty Ltd ABN 32 660 144 687);

(b) Shop 10, 15 Pinter Drive, Southport QLD 4215 (operated by Vikasati Dos Pty Ltd ABN 76 674 210 023); and

(c) 344 Ruthven Street, Toowoomba QLD 4350 (operated by Vikasati Tres Pty Ltd ABN 88 687 353 671).

9.2 The Packs are not redeemable at any other Vikasati location that may open in the future, unless otherwise communicated in writing.

10. COMPLIANCE WITH GENERAL TERMS

10.1 All sessions booked using a Pack remain subject to Vikasati's General Terms and Conditions in full, including without limitation:

(a) Age requirements (clause 3 of the General Terms);

(b) Code of Conduct;

(c) Health, safety, and medical disclosure obligations (clause 8 of the General Terms);

(d) Drugs and alcohol policy (clause 6 of the General Terms); and

(e) All other conditions applicable to casual users.

10.2 Vikasati reserves the right to refuse access to the Bath House or to deduct a session credit where access is refused in accordance with the General Terms.

11. GOVERNING LAW

11.1 These Terms and Conditions are governed by the laws of Queensland, Australia. The parties submit to the exclusive jurisdiction of the Queensland courts.

12. DEFINITIONS

12.1 In these Terms and Conditions, the following definitions apply:

(a) 3 Pack means the 24 Hour 3 Pack of three sessions released for the Sale Period.

(b) 6 Pack means the 24 Hour 6 Pack of six sessions released for the Sale Period.

(c) General Terms means Vikasati's General Terms and Conditions of Use as amended from time to time, available at vikasati.com.au.

(d) Guest means a person attending a session booked with a credit from the purchaser's Pack, in accordance with clause 5.

(e) Purchaser means the individual who purchased the Pack.

(f) Sale Period has the meaning given in clause 3.1.

(g) Session means a standard 90-minute bathhouse access session at a Vikasati location.

(h) Vikasati means Vikasati Pty Ltd ABN 32 660 144 687 (Red Hill location), Vikasati Dos Pty Ltd ABN 76 674 210 023 (Southport location) or Vikasati Tres Pty Ltd ABN 88 687 353 671 (Toowoomba location), as applicable.

Last updated: November 2026 | Questions? Contact us at belong@vikasati.com.au