

**Löylykontti** offers a winter swimming sauna in Matinkylä and Kivenlahti, where ice swimming is combined with a sauna experience. The services include *private* and *public shifts*. During sub-zero seasons Löylykontti does not have showers or toilets in winter. Taking a sauna requires special attention in terms of rules and safety instructions, such as requirements to be considered before arrival, cleaning practices and precautions in case of emergencies. Booking and paying for saunas takes place online in advance, and arrival requires careful preparation and planning of movement.

## Index

**About the reservations**

**Rules and Etiquette**

**Safety considerations**

**Making a reservation**

**Pricing and Payment**

**Rescheduling reservations**

**Cancelling a reservation**

**Access code for the door**

**In preparation for the sauna**

**Arrival**

**Arrival in Matinkylä**

**Arrival in Kivenlahti**

**Dressing rooms and leaving**

**At Matinkylä**

**At Kivenlahti**

**Sauna and swimming**

**Cleaning fee**

**Showers and toilets**

**Frequently Asked Questions**

**Practical matters in the sauna**

**Reservation, my reservations, refund**

**Other questions**

## About the reservations

Löylykontti offers both *private* and *general shifts*. During a *private shift* the whole sauna is at your disposal, you can bring friends and enjoy your own company. *On general shifts* you are able to enjoy the company of other winter swimmers. Please regard and respect all other customers during your visit.

Matinkylä's sauna can comfortably accommodate eight people. Kivenlahti can accommodate six sauna simultaneous customers.

## Rules and Etiquette

Löylykontti has no staff, so for everyone's comfort, please note our following rules:

- Löylykontti is not responsible for any items left behind at the premises or changing rooms.
- The use of a bath whisk and sauna scents is prohibited.
- Hair removal, hair dyeing and other similar activities are prohibited.
- You are not allowed to splatter or wash in the sauna container. The sauna is not connected to the water supply, all water available has been brought manually to the sauna and is intended only for the sauna stove.
- Please consider to bring own seat covers. Due to environment consideration we no longer serve one time use seat covers at the sauna.
- It is forbidden to bring outside guests to the sauna. People without a reservation may not enter the sauna.
- Please respect others, everybody can not handle the heat: enjoy a modest amount of water thrown at the stove. Keep your voice at a modest level and choose topics discussed according to the audience.
- Intoxicating substances (such as excessive alcohol use) are not compatible with winter swimming and saunas.
- Obey the opening hours of the sauna and the extent of your reservation.
- **Saunas should be a safe place for everyone:** respect diversity and treat others and the sauna as you would like to be treated. You can report harassment and inappropriate behaviour to the staff.

In addition, please note that the winter swimming place is maintained by the City of Espoo. Löylykontti is therefore not responsible for its maintenance or security. However, you can inform us of any shortcomings or ideas and we will forward the message promptly.

## Safety considerations

- Follow the safety and other instructions for winter swimming  
<https://tukes.fi/tuotteet-ja-palvelut/kuluttajille-tarjottavat-palvelut/uinti-ja-muut-vesilajit/talviuintipaikat>
- In an emergency, resort to the emergency response agency (phone 112). The address and coordinates of the container can be found near the front door on the 112 slip.
- **We do not recommend swimming alone in the open.** Jumping at the winter swimming area is prohibited.
- Please take into account your own state of health and the suitability of your swimming skills for winter swimming.
- There is a fire extinguisher and a first aid kit at the saunas.
- Please note that the Löylykontti key bracelet and code are only valid 15 minutes after the end of your reservation. You won't be locked out!

## Making a reservation

The sauna is only heated according to the reservation schedule. Thus it is important to also make reservations for the public slots. Reservations are made online via our website. When booking a reservation you are required to log in to our website. Registration happens automatically upon initial login. All registered customers are provided with a credits account and a personal access code. The website gives you the ability to view and manage your upcoming reservations along with personal reservation history. Only online payment methods are accepted along with cultural and sports vouchers.

Reservations can be made and must be paid 2 hours beforehand in order for the sauna to be heated. A successful online payment is a sure fire way to go. Finnish culture and sports vouchers are manually checked by our staff from the respective service provider portals. For this reason, the approval of the voucher payment may be delayed by several hours.

Matinkylä's sauna can comfortably accommodate eight people. Kivenlahti can accommodate six sauna simultaneous customers.

## Pricing and Payment

Our prices vary depending throughout the day. The current prices are shown on the website during reservation.

As means of payment we accept online Finnish online bank transactions, sports and culture vouchers (Smartum, Epassi and Edenred) and previously topped up credits associated with your Löylykontti account.

Please note that we manually confirm payments made with culture and sports vouchers in the respective service providers' online system. Thus there is no need to submit receipts or screenshots when paying.

Each registered user is provided with their own credit account. The credit account can be topped up and later the credits are accepted as means of payment. The credit system speeds up the future reservations.

The credit system enables you to economise your hobby: by investing more you get an increasing discount. The more you top up, the more you save. The received rate of benefit can be seen on the top-up page.

Each transaction record gets timestamped with the current date. The credits for a single payment transaction will expire in 12 months from the date of purchase. The credits are consumed in chronological order. However, please make sure that your balance does not expire!

## Rescheduling reservations

Reservations can be rescheduled up to 12 hours before the booked start. Rescheduling can be done via our website. For the time being, the transfer of the reservation takes place by cancelling the undesired one and making a new reservation. Once cancelled, the payment

will be refunded as credits on to your credits account. These credits can be used to pay for the new reservation.

## Cancelling a reservation

Reservation can be cancelled up to 6 hours before the scheduled time. Cancellation can be done via the website: Log in and select My reservations -> upcoming bookings then select the reservation you want to cancel. Finally press the cancel button on the page showing the reservation details. The payment will be refunded as credits on to your account. These credits can be used to pay for future reservations. This applies also to sports and culture vouchers. We do not refund these vouchers.

## Entry: door code

Upon signing up you will receive a personal access code for the door. This code is valid *15 minutes prior to* and 15 minutes past the scheduled reservation. You can always refer back to our website to remind yourself of the code. Please see "My information" in the menu. If you have a wristband, the same time constraints apply.

## In preparation for the sauna

All visitors are expected to bring along at least a *swimsuit* and a *towel*. At both Matinkylä and Kivenlahti the winter swimming area is approximately 100 metres from the sauna so please consider a *bathrobe*, *winter swimming gloves* and appropriate *footwear* to make the journey comfortable. **Finally, bring along enough drinking water or other water to keep you hydrated.**

## Arrival

Please consider HSL Travel guide. You can find us there!

### Arrival in Matinkylä

Matinkylä sauna can be found at Nokkalanpolku 3, 02230 Espoo.

Those travelling by car are welcome to use the free of charge **public parking space**, which is located 100m from Löylykontti. The closest bus stop is only 350 metres from the sauna. Matinkylä metro station at Iso Omena shopping centre is a brisk 1.7 kilometres walk away. Cyclists can leave their bike right next to Löylykontti in the bike racks close to the beach.

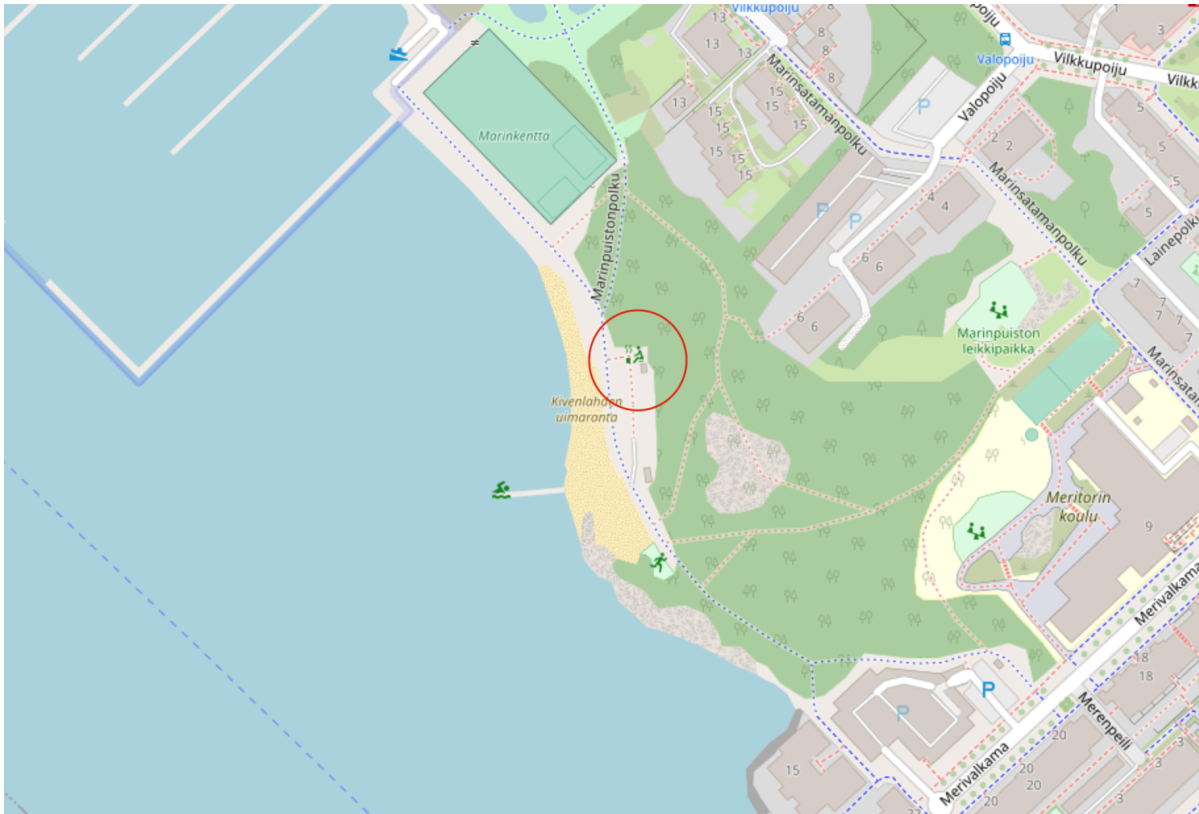


## Arrival in Kivenlahti

The official address of Löylykontti Kivenlahti is Merivalkama 11, 02320 Espoo. From the end of the street, you have to head along the outdoor track following the coast line of Kivenlahti beach to reach the sauna.

There are alternative **parking spaces** nearby for motorists: at the Kivenlahti marina (Marinsatamantie 5), street side parking at Vilkkupolku 6 and Merivalkama 11. All parking is free of charge.

Kivenlahti metro station is located 950 metre north of the shore. The closest bus stop is 600 metres away. Cyclists can leave their bike right next to the container in the city bike racks on the beach.



## Dressing rooms and leaving

Space at both the containers is limited so bring along a flexible mindset in order to make the visit enjoyable for all parties.

### At Matinkylä

*Matinkylä* container itself does **not** provide any actual dressing facilities within the container. Changing of clothes is mainly intended to take place in the nearby heated dressing room buildings by the beach. These facilities are publicly accessible during the summer season. However, during the winter season the buildings are locked.

In order to maximise the bathing and swimming time it is intended for the customer to grab the dressing room keys 10 minutes prior to the reservation. The keys can be picked up in the foreroom of the sauna container. There are four keys and they can be identified by the sauna ladle key chain. During private reservations, you may also use the foreroom for dressing, but please note that the occupants of the subsequent reservation are also allowed to enter the foreroom for key pick up 10 minutes prior to the end of your reservation.

Remember to honour the reservation schedule, please leave the premises prior to the end of your reservation. If your clothes are in the foreroom, remember to spare some time to get dressed! In *Matinkylä*, you are also allowed to change clothes once the reservation has ended using external dressing rooms and finally return the key to the foreroom of the container. Again consider that your personal access code will expire 15 minutes past the end of reservation, do not get locked out.

Good manners dictate everyone to leave Löylykontti in better condition than it was during one's arrival.

### At Kivenlahti

At the Kivenlahti container there are two spaces separated by a curtain, which can accommodate one person at a time. In addition to this, the sauna also has small lockers for valuables.

Remember to honour the reservation schedule, please leave the premises prior to the end of your reservation. *If your clothes are in the forerom, remember to spare some time to get dressed!*

Good manners dictate everyone to leave Löylykontti in better condition than it was during one's arrival.

### Sauna and swimming

Remember to always rinse your feet before entering the container. This way, the premises remain clean and more enjoyable.

At Matinkylä water refills for the sauna stove can be done by using the hand operated water pump in the forerom. In Kivenlahti, you can conveniently use the "löyly-button" embedded in the benches to enjoy full sauna experience.

Ice holes are kept open by a water pump. By the time you enter the swimming area we advise to turn the pump off by twisting the time relay close by.

About washing: the use of all kinds of soap, shampoo and detergents is prohibited at the containers due to the lack of a sewer connection!

### Cleaning fee

We reserve the right to sanction a cleaning fee in case the sauna is left in a scabrous condition. That said, please place all garbage in the trash and separate empty beverage containers in the designated trash bins. If trash bins need emptying, please let us know. Normal, common-sense use does not lead to a cleaning fee.

### Showers and toilets

Due to the risk of freezing water mains are turned off on the beach during the winter season. Thus city operated showers and toilets are only available during the summer season. All water made available at the containers is intended for the sauna stove. As the containers are neither connected to the sewer system, use of soap, shampoo and detergents is prohibited! Keep in mind that winter swimmers have been enjoying the sport for many years even without a sauna or shower.

We are pleased to offer a sauna, yet regret the fact that it is impossible to arrange a shower or toilet in winter.

During the summer the city of Espoo operates showers and toilets that are also available for Löylykontti customers.

## Frequently Asked Questions

### Practical matters in the sauna

Q: Is the container staffed?

A: Löylykontti locations are unmanned, but you can always reach out to us via phone. The number can be found at the website.

Q: What is my access code?

A: You can find your personal access code under profile details on our website. Log in to the site and select "My information". The access code is valid 15 minutes prior to and after the scheduled reservation.

Q: Where do you get water for the sauna stove?

A: At *Matinkylä* the water for the stove can be pumped via the hand operated pump on the forerom wall.

*In Kivenlahti*, you can get water for the sauna stove by pressing the "autodose button." There are 3 autodose buttons, and they are located below the seating level.

Q: Why is Kivenlahti's shower not in use?

A: The container is not connected to the water main nor the sewer network. All the water available at the location has been brought there manually. The most hardened showerers could easily use up a week's worth of water intended for the sauna in one go.

Q: Why doesn't the Matinkylä container have a shower?

A: The container was originally designed to complement the winter swimming community. Winter swimmers have enjoyed the sport for ages without a shower or sauna. Also keep in mind that the sauna is not connected to the water mains nor sewage system.

Q: The sauna is too hot or too cold!

A: Each of us has our individual liking to the preferred sauna temperature. In addition, the temperature of the sauna is affected by several variables, such as the weather, amount of customers and the water throwing habits. We've adjusted the sauna temperature to best meet all opinions given. You are always welcome to let us know how you feel about the temperature in the sauna.

Q: Why is the subsequent reservation in Matinkylä allowed to pick up the key ahead of schedule?

A: We want to offer the opportunity to enjoy the sauna for as long as possible. When there is an opportunity to change clothes prior to the reservation, there is more time for round trips to the ice swimming area. As Matinkyläs container is limited in size and it was not initially



intended for dressing, we instruct customers to use the dressing facilities by the beach. A key to dressing rooms can be found in the foreroom of the sauna container.

### Reservation, my reservations, refund

Q: How do I create a Löylykontti account?

A: An account is automatically created for you during the initial login event. We provide both Google Single Sign-On and the ability to use email addresses as a means of logging in.

Q: Can I cancel my reservation free of charge?

A: Yes you can, if done 12h beforehand. The payment for the cancelled reservation will be returned as credits on to your Löylykontti account for later use.

Q: I forgot my password?

A: The login is made passwordless. After submitting your email, you will receive a login link by email. Google Single Sign-On is also passwordless.

Q: Google sign-in (SSO) not working?

A: If you used email during the very first login the SSO option is disabled due to information security. If you want to use the Single Sign-on as the means to login, you can send us an email.

Q: Email login not working?

A: If you used Google SSO during the very initial login event, the ability to login with email has been disabled for security reasons. If you wish to switch to email login, you can send us an email.

Q: Where can I see the time and date of my next reservation?

A: Log in to our website and select "*My reservation*"

Q: Where can I see all my reservations?

A: Log in to our website. Choose "*My info*"

Q: Can I return my credits to cash?

A: Unfortunately, this is not possible, but we suggest you buy a gift card for a friend!

### Other questions

Q: When will you open the Löylykontti at location X?

A: Send us feedback and we will try to make your wishes come true.

Q: How do I get the Löylykontti wristband to replace my access code?

A: By committing. Wristbands are not allowed for one time reservations. Send us an email regarding the wristband request!

Q: I lost my wristband, what do I do?

A: Contact us, we will invalidate the old wristband and provide you a new one for €10.

Q: My wristband broke, what do I do?

A: Email us with a picture of the broken wristband, we will invalidate the old bracelet and provide you a new one for free.

Q: I lost my possessions, do you have a lost and found service?

A: Löylykontti is not responsible for the visitor's lost property. However, we try to store the valuables as long as possible. For reasons of hygiene, we cannot store towels and swimming wear. You can ask for the drinking bottles, but we don't store them for a long time due to lack of space.

Q: Can I take the deposit bottles with me?

A: You can take the deposit bottles as long as you make sure that there is a bag left in the trash.