

## Frequently asked questions

### Q Do I need my own hosepipe?

A If you have a hose then that's great but we always come equipped! Please notify us if you have a long garden and will need an extra-long hose!

### Q Do we need an outdoor electrical socket?

A No, we always bring at least 30 meters of IP54 rated extension cable and can plug it in to your house via a window.

### Q Do I need to pay a deposit?

A No, we no longer take deposits to secure your booking.

### Q How do I pay the invoice?

A The balance can be paid by cash on delivery.

### Q When will you deliver my hot tub?

A We will contact you around a week before your booking is due, we will then give you a 2-hour delivery slot. If you need to work around a certain time, this may be possible but we would need to know when you are making your booking.

### Q Do I need to be home to receive the hot tub?

A Yes, we would need access to your garden, and we would need to know exactly where you would like it all set up.

### Q How long does the water take to heat up

A In the winter, the hot tub can take up to 30 hours to heat up to 40·c, but this is dependent on the size of the hot tub and the outside temperature- we cannot guarantee usage on the day of delivery, so we do not include this in your hire. During the summer months, it takes around 12 hours to heat up. It may also be possible to 'hot fill' the tub if you have a combi boiler system.

### Q Do I need any chemicals?

A No, we will treat the water on installation, and you won't need to do anything at all.

### Q How do I drain the hot tub?

A We will drain the water with a submersible water pump, this will be discussed on delivery.

**Q Is a gazebo supplied?**

A Please refer to the packages available

**Q Do you set up on decking?**

A not usually but it depends how strong the decking is, this can be assessed on delivery but you will need an alternative option also.

