



## **Terms and conditions**

It is the responsibility of the hirer to ensure that all possible steps are taken to avoid injury to users or damage to the equipment. We reserve the right to refuse hire at any point we feel the following regulations have not been adhered to. If the hirer is in any doubt to the meaning of the following, then please consult us immediately.

The hirer will, during the period of hire, be responsible for the supervision of the equipment, its care and safety from damage of any sort. If our equipment is damaged beyond repair, then you agree to reimburse us the following:

- Larger tub (Helsinki) excess cost of £500,
- Medium 6-Seater tub excess cost of £300,
- Gazebo damaged excess cost of £200.

## **Cancellation Policy**

If you wish to cancel your booking prior to the delivery date, please contact us asap and we will try to move your date or remove it from the diary. We may be able to give your booking to someone else but please tell us at your earliest opportunity.

## **Delivery Policy**

If we are unable to provide your delivery due to adverse weather, vehicle failure, illness, or any other factor, we will inform you of this at the earliest possible opportunity and any monies paid will be refunded in full. Delivery times will be given to you approximately 1 week prior to your booking. We require the hirer to be on site for delivery to receive operating instructions.

Please ensure that there is adequate space for our hot tub and gazebo, and that the location is accessible, and that you have cleared the area of mess and debris. We will be unable to provide a refund if we cannot deliver your product due to a lack of space or accessibility or due to an inappropriate location. Eg balcony, communal area etc

Our hot tubs are inflatable and can easily burst due to sharp objects on the ground, we reserve the right to refuse delivery if the ground is deemed unsuitable on arrival.

HOT TUBS CAN DAMAGE GRASS WHICH CAN TAKE SEVERAL MONTHS TO REGROW, WE ACCEPT NO LIABILITY TO THIS DAMAGE.

## **Hot Tub Terms and Conditions of Hire**

Please do not use the hot tub during pregnancy. Anyone having sickness or an upset stomach in the last 7 days should not use the hot tub as this can spread infection. If you suffer from heart disease, diabetes, low or high blood pressure, or any medical condition, please speak to your Doctor before use. People with skin, ear, genital or other body infections, open sores, or wounds should not use the hot tub because of the possibility of spreading infection.

Hot tubs may not be suitable for all children of young age and only children tall enough to stand with their feet on the floor and their head above the water should be allowed to use the hot tub. Under 16's should ALWAYS be supervised. There is a major risk of drowning. Parents should warn children not to allow water in their mouths as this may cause illness.

The heat of the water speeds up the effects of alcohol and can cause sleepiness, dizziness, and unconsciousness. Never use the hot tub while under the influence of drugs/excessive alcohol that may cause sleepiness, drowsiness, or raise/lower blood pressure.

Restrict your time in the Hot Tub to a maximum of 20 mins at a time.

Shower with soap and water before and after using the hot tub. Showering before use washes away many of the common skin bacteria and removes lotions, deodorants, creams etc. which reduce the effectiveness of the spa sanitiser which disinfects the water.

Do not immerse your head in the hot tub water.



When not in use, make sure the cover is on, to eliminate the risks to children and pets.

At ALL times make sure pets are a safe distance away from the hot tub and do not allow them to climb up the side of the inflatable tub, due to their sharp claws.

Never use the hot tub alone.

Don't use the hot tub immediately after a meal.

Avoid entering the hot tub water immediately after exercising as the water temperature can affect the heart rate.

Don't use glass near or in the hot tub, please use plastic glasses.

Don't use the Hot Tub if you have recently had a spray tan as not only will you lose your tan, but you will turn the water brown!

Do not use any electrical appliances near/in the hot tub. The extension leads provided are ip54 waterproof rated and no other appliance should be plugged in or used with the hot tub.

If any allergic reaction occurs, leave the hot tub, and rinse off in the shower. If the reaction persists, contact your doctor.

Ensure no contaminants i.e. - bubble bath, alcohol, oils etc. are placed in the water as this may upset the chemical balance of the water and can result in allergic reactions.

Please DO NOT smoke in or near the hot tub – this could cause damage.

#### **Water heating**

The water will take roughly 1/2 degrees per hour to heat up to 40.C so please bear this in mind whilst bathing, and if you let the temperature of the water drop too low, it can take a few hours to reheat. (This applies more in the colder months)

#### **TREATMENT & CHEMICALS:**

We thoroughly clean and sanitise all our hot tubs between uses.

Do not allow the chlorine tablets to come into contact with your skin, do not ingest and do not inhale. If you have an allergy to chlorine, please seek medical advice before using the hot tub.

Your hot tub water will be 'shocked' treated with chlorine on installation, therefore you cannot use it for the first 8-12 hours.

#### **Gazebo Terms and Conditions of Hire**

If the Gazebo is supplied as part of the hire package, we will erect it for you on delivery but only if the weather is suitable (i.e., no, or very little wind). The gazebo is not a permanent structure and can be damaged easily in some weather conditions especially wind. It is the hirer's responsibility to look after the gazebo and if required to take it down to avoid damage should the weather conditions change to make it unsuitable for the gazebo to remain.

Please feel free to add your own balloons, flags decoration etc to the gazebo but we ask that it is all removed before we arrive to dismantle it.