**Prices & Deposits**

All hire costs must be paid for in on the day of set up. We accept cash and bank transfer. If you cancel the hot tub hire after booking you will lose the deposit that was put down to secure the date.

Any damage to any parts of the equipment or materials will be charged to the hirer in full to replace.

**Delivery & Hire Period**

Delivery is made on Wednesdays or Thursdays by Thames Valley Tubs, we deliver between 8am-8pm. We will contact you to arrange a time slot on the day of delivery. Collection is made on Monday or Tuesdays between 8am-8pm. Time of delivery is to be agreed between Thames Valley Tubs & Hirer. Delivery will be made within a 15 mile radius of GU47, Outside of this area will be an additional charge at £2.50 per mile. The fastest route will be used for our calculations. This must be pre arranged with Thames Valley Tubs - 07506563196

At the end of the hire period, if Thames Valley Tubs equipment is not made available for collection will be placed back on hire for a further hire period and at the same hire charge, an invoice will be raised with 7 day payment terms. The hire agreement comes into effect when it has been paid for by the hirer.

**The hirer’s responsibilities**

The hirer must be available and allow access at the delivery & collection times agreed. The hirer must inform us of any hazards to prevent accident or incidents to the Thames Valley Tubs employees. Thames Valley Tubs accept no responsibility for any damage or injuries caused. The hirer will supply the electricity and water for the equipment during the hire period. The hirer must ensure there is a suitable supply of electricity and it must be within 5 metres of the tub location, we do not supply extension leads. Thames Valley Tubs equipment requires a flat level base to sit the hot tub on; this can be grass, slabbed, concrete, blocks, patio or any firm hard standing. The hirer must ensure that there is sufficient access to get the hot tub into the chosen space, if access is not possible there will under no circumstances, be any refunds.

Once Thames Valley Tubs delivery team has left the hirers premises, the hirer becomes wholly responsible for the Equipment and any additional users. The hirer will also be asked to sign a disclaimer for safety advice and instructions

You will be supplied with ample chemicals for the duration of your hire period, do not use or add any other chemicals to the water other than chemicals supplied by Thames Valley Tubs. Do not add bubble bath, foam bath or washing up liquid of any description.   
Failing to comply with these instructions may cause serious damage to your skin or body. The hirer will add chemicals required to maintain the water in the hot tub and understand the risks involved in not maintaining the water as per the manufacturer’s instructions.

For further information regarding chemicals – please see Lay z spa multi function tablets for all ingredients and advice.

The hirer will not allow anyone under the influence of alcohol or drugs to use the equipment. The hirer will not attempt to or move the equipment from the location that the owner has placed it. The hirer will not tamper or adjust any aspect of the equipment mechanics or electrics.   
You will be responsible for any death, injury, loss or damage caused by the goods being misused while they are hired to you.

The Hirer must be over 18, and must never leave any children unattended at any time.

**Information Sheet.**

You must read and follow our information sheet which is part of our terms and conditions, by agreeing to our terms and conditions you also agree to follow all steps in our information sheet.

Hot Tub Safety - in guideline with Lay Z Spas recommendations

<https://support.bestwayaftersales.co.uk/wp-content/uploads/2018/03/BW54112-Lay-Z-Spa_Vegas_Airjet.pdf>

Thames Valley Tubs also would like to add/reiterate that you,

\* Do not drink alcohol or use any drugs while using the hot tub

\*If you are pregnant or have any medical issues (current or pre-existing) please seek medical advice

\*Children do not bathe for longer than the recommended time - see link above

\*Children are observed by an adult at all times

\*No jewellery to be worn in the spa

\*Do not put your head under the water

\*Only use the spa when the chemical readings are within range

\*Do not over occupy the spa (Cancun and Miami 2-4 people) (Vegas and Paris 4-6 people) (Helsinki 5-7 people) (Monaco 6-8 people)

\*Do not jump into, onto the sides or on the lid.

\*Long hair must be tied up

\*Do not use if you have been unwell with any sickness or diarrhoea within the last 72 hours.

\*If you have flu like symptoms after using a hot tub seek immediate medical attention immediately and make them aware you have used a hot tub.

**Damages**

**Gazebos**

**You must take the gazebo down in high winds or bad weather, if a gazebo is broken you will be charged £85.00**

Vegas/Paris/Cancun/Miami Hot Tub - any damages

Lid £50

Liner £200

Machine £200

Monaco/Helsinki Hot Tub - any damages

Lid £85

Liner £560

Machine £200

If any damages you will be invoiced within 5 days of any breakages/damage, you will need to make payment immediately.

**Delivery**

We will only deliver and set up a hot tub if a adult is present, we require a flat smooth surface of 2.5 x 2.5 metres

We will need electric within a 5metre range - if you use an extension lead, you must provide it, unwind and use and your risk only – we strongly advise against this as per lay z spas recommendations.

We will empty the hot tub, please do not turn the hot tub off for the duration of the hire, even the night before collection.

We will aim to empty all water to the nearest drain (max 9m away), or onto the garden if this is not possible.

We will not set up a hot tub on decking, only grass, patio or a flat smooth supported ground as hot tubs filled with water and people are very very heavy.

You will be given a 2-hour time slot a minimum of 2 days in advance in which we will deliver the hot tub, collection could be any time between 9-6 – we will do our best to inform you.

We try to be as flexible as possible but we also follow a route plan to ensure the quickest and most efficient route.

By continuing with this booking, you are agreeing to the terms and conditions and will follow all instructions on the information sheet.