



We want you to enjoy your hire so we have some guidelines in place to help you do that.

Please follow all instructions given by our team to ensure you have the best possible hire experience.

Hot Tubs Rock Ltd requires all persons hiring equipment to have read and understood the contents of this document before signing.

It should be noted that you are ticking the box to accept the equipment as outlined below and have read/understood all points highlighted within the terms and conditions and the hirer is responsible for all users of the hot tub during the hire.

A £25 non refundable booking fee is payable to confirm your booking, this will be deducted from your balance which is payable before delivery of your hot tub.

Before Your Hire

We will give you a two hour delivery window the day before commencement of your hire.

Please note that delivery and collection days are not included within the hire duration so your two hour window can be at any time between 7 a.m and 9 p.m on these days.

When we arrive we ask that the driveway/parking and access to the hot tub location are clear and that we have access to electricity and water.

We also ask that the area the hot tub will be located and the surrounding area is clear, clean and free from animal mess, should any of the above not be adhered to we may refuse delivery and your deposit will be retained.

During Your Hire

The hot tub will be filled with cold water and will take up to 24 hours to reach the recommended temperature of between 35°C and 38°C.

The hot tub is designed for 4 or 6 people depending on size of tub hired. Overloading the hot tub can cause damage for which you will be liable.

When using the hot tub, remove cover and store carefully.

Enter water carefully NO JUMPING and make sure it is not too hot (test first).

Gazebos will be erected weather permitting if chosen as an extra.

The hot tub will maintain temperature by itself; although during periods of heavy use or when the cover is removed for an extended period there will be a fall in temperature by approximately 3-4 degrees.

Staying out of the hot tub and replacing the cover will allow the water temperature to rise to the desired level.

Always leave the hot tub plugged in and switched on in order for the filtration/heating systems to work.

Do not use drugs, smoke or drink alcohol when using the hot tub.

Drinking from glass containers in and around the hot tub is strictly prohibited.

Fire pits/buckets or BBQ's are not to be used around the hot tub.

Do not use any electrical items within 1.5m of the hot tub including telephones.

Pets are not allowed in or on the hot tub.

Children under the age of twelve years of age must be accompanied by an adult at all times when using the hot tub and temperature reduced in accordance.

At more than 38°C it is recommended that you should not spend more than fifteen minutes in the hot tub.

Pregnant women and persons with heart disease, circulatory problems, diabetes, low or high blood pressure or have any concerns about your health should consult a doctor before use.

It is essential that everyone using the hot tub, showers before and after use and no foreign bodies e.g. grass, earth, sand, stones or sharp objects are introduced to the water.

The hot tub will perform better if kept clean, therefore more enjoyable to use.

No hair clips or body jewellery are permitted in the hot tub. Chemicals will need to be added.

We will go through the procedure with you verbally in person or via a video and will leave you with information regarding application, handling, storage etc. If you have any questions just ask.

IT IS YOUR RESPONSIBILITY TO MAINTAIN THE HYGEINE OF THE WATER THROUGHOUT YOUR HIRE, FAILURE TO DO SO COULD RESULT IN SERIOUS ILLNESS!

Hot Tubs Rock Ltd will not be responsible for water damage that occurs from hot tubs set up indoors.

Ho Tubs rock Ltd will not be responsible for lost hire time due to power supply failure at the property the hot tub is installed causing the RCD to trip.

If we have to come out to the hot tub whilst on hire to rectify a fault and the fault is found to be down to misuse there will is charge of £2 per mile from GL15 5ET plus £30ph plus parts. Any damage incurred due to misuse or not following the above recommendations must be paid for in full.

We must be notified immediately of any issues with our tub or equipment. Please note normal operating temperature is 35 – 40 degrees Celsius.

After Your Hire

We will arrive at an agreed time and date to collect the hot tub.

If after making arrangements to collect the hot tub at the end of the hire period, we are unable to gain access to collect the hot tub, there will is a charge of £100 for each day until access is granted.

PLEASE LEAVE HOT TUB FULL, SWITCHED ON AND HEATING. IF THE HOT TUB IS NOT FULL, SWITCHED ON AND HEATING WHEN WE ARRIVE THERE IS A £50 CHARGE.

We will always try and pump the water from the tub into a main drain to avoid flooding to gardens (however this may not be possible depending on situation of drains.)

All equipment must be returned this includes, hoses and tap attachments.

Refunds will only be given if our equipment has failed and after a test at our premises confirms this, if the hot tub has been used we will not issue any refund unless it is clear our equipment has failed.

Undersigned renter understands the above information and acknowledges that the use of the hot tub is at the hirer's risk

Any damages to hot tubs or gazebos will be charged at the appropriate rate as follows:

Standard Gazebo

Ripped roof £80

Damaged gazebo frame £150

Disco Tent

Ripped side £80

Ripped roof £250

Damaged frame £500

Inflatable Hot Tub

Punctured hot tubs (due to body jewellery or sharp objects) £150

Heavily soiled hot tubs or stained tubs (caused by bunting, confetti, party poppers etc.) £50 cleaning fee

Hot tub's damaged beyond repair will result in a charge of £700

Solid Hot Tubs

Damaged hard cover £500

Damaged cover lifter £200

Damaged control panel £200 plus fitting

Damaged hydrojets £150 plus fitting

Damaged steps £100

Should the fibreglass shell be damaged you may be liable for the replacement cost of upto £5000.

If the loss to any of the above leads to loss of revenue then this will also need to be paid for.

Any damages not paid for in full within 7 days of an invoice being issued will be pursued through small claims court.

NO DISTANTLING OF ANY PART OF ANY HOT TUB OR EQUIPMENT IS PERMITTED!

SHOULD YOU HAVE A PROBLEM PLEASE CONTACT US BY THE MEANS ON THE FRONT OF THE MANUAL PROVIDED WITH YOUR HOT TUB!

Undersigned renter agrees to release Hot Tubs Rock Ltd from any and all liabilities incurred with the use of the hot tub.