

## Forest Spa Hot Tub Hire

# Spa hiring – Important things to know

**Very important – please ensure your property has the access we need to install your tub. Further information is contained later in the leaflet.**

### Booking with us

Your booking is completed when we have received your full payment and confirmed the booking with you with a Booking Confirmation document which is also your receipt.

We can accept payment either by bank transfer.

### Cancelling your booking and refunds

The hire of our equipment is classified as the supply of services related to leisure activities pursuant to Regulation 28 of the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013.

You have the right to cancel and receive a full refund. We must receive a cancellation notice e-mail no later than 14 days before your booking is due to commence at [bookings@worcestershirehottubhire.net](mailto:bookings@worcestershirehottubhire.net). A full refund will then be issued to you within 28 days of your notice being received by us.

**If you cancel less than 14 days before your booking is due to commence you will not be entitled to a refund.**

We have the right to refuse or cancel a booking for any reason, and if we cancel your booking we will refund you within five bank clearing days.

### Deposits

We only accept deposits for our Christmas and New Year hires. All other bookings need to be paid in full at the time of booking.

Deposits for our Christmas and New Year hires are 50% of the total price and in all cases the balance must be paid in full 28 days prior to the delivery date of the booking.

If you do not pay the balance owed and have not cancelled your booking 14 days before your booking is due to commence your booking will be cancelled by us and you will not be entitled to a refund of your deposit.

**We cannot refund you if you or your property prevents us installing the tub.**

**Please note refunds will not be given if you or your property prevents us from installing the tub.**

You must make suitable checks to ensure your property and access to it allows us to safely install the tub.

**Solid spa/rigid hot tubs are moved on our specialist mats - they cannot be lifted over gates, fences, or made to go around tight corners.**

They measure 6 ft. in height and length and 32 inches wide while being moved into position on their side. See page 4 for more information about access requirements.

### **Weekend hires**

Delivered Thursday, for use Friday, Saturday and Sunday, collected Monday (3 nights use).

### **Week hires**

Delivered Thursday, for use Friday through to Wednesday, collected Thursday (6 nights use), or delivered Monday, for use Tuesday through to Sunday, collected Monday (6 nights use).

### **The day of delivery**

Please have someone available from 9:00am onward on the day of delivery. We cannot give fixed times, as traffic and problems accessing customer properties can cause us delays.

### **Your hose please**

You will need to have a hose for us to fill your hired tub from your water supply. We begin the water filling, and will leave the tub to fill with you and give you instructions on what to do next.

### **Power**

Your hired tub requires electricity from the time we arrive until the time we have completed collection. Our hot tubs come with a 6-metre power cable.

### **Suitable ground**

Please ensure that you have suitable level ground for the tub. If you want us to place the tub on grass, please be aware this may in some cases cause discolouration or seriously damage the grass. We cannot be held responsible if your grass is damaged because you have a tub placed on it.

### **Days of use**

The day of delivery and day of collection are not hired days of use. You may on occasions be able to use the spa on these days, however we cannot guarantee this.

## Collection day

Please have someone available from 9:00 am onward on the day of collection. We must have access to the tub, and it must remain powered up.

When we arrive, we empty and clean the hot tub. To ensure public safety we will remove the tub filter you have used, secure it in a bag and dispose of it in your waste bin.

## Holiday lets / rentals

If you are hiring a tub for a holiday let you will need to liaise with the owner of the property to ensure that you have permission for us to install a hot tub, and that the property has the access requirements we need to safely install it. If we arrive and it is not possible to safely put the tub into place, we will not be able to install the tub and you will not be entitled to a refund.

As you will see from the above, when we arrive we need access to electricity and water supply – so if you are not going to be there someone with access to the property needs to be.

As with any other hire the property owner needs to provide the hose as we do not provide hoses for health and safety reasons.

If you not there when we deliver you may need to complete the water filling process yourself. We normally stay until the water level is deep enough for us to activate the jets. This may delay use of the tub.

The tub must remain powered up through the duration of the hire, up until we have finished with the emptying and initial cleaning process.

When we come to collect we once again will need access to the property.

## Keep it powered up

Your spa needs to be connected to your mains electricity supply so that the tub stays warm and clean.

## Keeping it clean

Bathers must

- not wear lotions, oils, makeup or skin creams in the spa
- use the toilet and shower **before** entering the spa.
- not use the spa if they have had diarrhoea within the last 14 days.
- not exceed the maximum number permitted in the spa pool (4-6).

It is recommended that bathers do not exceed 15 minutes immersion at a time.

Children under 4 must not use the spa pool and children (and others) who are unable to keep their faces out of the water must not use the spa.

All other children using the spa pool **must be properly supervised at all times** – our experience has shown inquisitive kids are a major source for faults with our tubs so please make sure they do not press any buttons.

## Be healthy, stay healthy

Do not use a tub after a heavy meal or while under the influence of alcohol or sedatives.

Intended users suffering from diseases of the heart and circulation, skin conditions, are immunosuppressed, subject to fits, or taking drugs affecting the cardiovascular or nervous system, should not use spa pools without first seeking medical advice.

Pregnant women are advised to consult with their doctor before using a spa pool.

No incontinent person may use the spa pool, with or without a waterproof nappy.

## Keep it clean

Please dose the spa with ½ **teaspoon** of chlorine granules per person after every use and ensure that the chlorine floating dispenser is in the water with a tablet. Please replace the chlorine tablet if it is dissolved.

**Anyone who is allergic to the chemicals we use must not under any circumstances use the spas.**

## Damage

You are responsible during the hire of the tub to ensure that the hired equipment does not become damaged. Any damage caused to the hired equipment for whatever reason while at the property the tub is hired at will need to be reimbursed to us within 7 days.

## Data protection

We retain some information about you for the purposes of our business. The information we hold about you will never be sold or shared with any other organisation unless required to do so by law, or if it is pursuant to the provision of services you have hired from us.

## Make sure it fits

Our solid spa hot tubs are moved into position on their side. When they are on their side they stand approximately 6 ft. tall and 6 ft. in length and are 32 inches wide. The inflatable tubs are also approximately 6 ft. in diameter when laid down.

Alleys, gates, etc. need to be more than 32 inches wide and must **not** have any corners or bends, even at the end of them as the tub will not be able to get through. We will not be able to lift solid hot tubs over any obstructions.

Remember if you book and we attempt delivery, but you or your property does not allow us to install the tub you will **not** be entitled to a refund.

### Example

Image 1 shows a walled alley or entry that leads to a single gate of more than 32" in width. The hot tub will fit down this alley and through the gate.

Image 2 shows a shared alley/entry that leads to two gates. While the alley/entry is 32" wide, before the tub can leave the alley/entry it would need to turn, and the alley/entry is too narrow to allow this to happen. In this case it would be impossible to deliver the tub.

Image 1 – single gate exceeding 32"

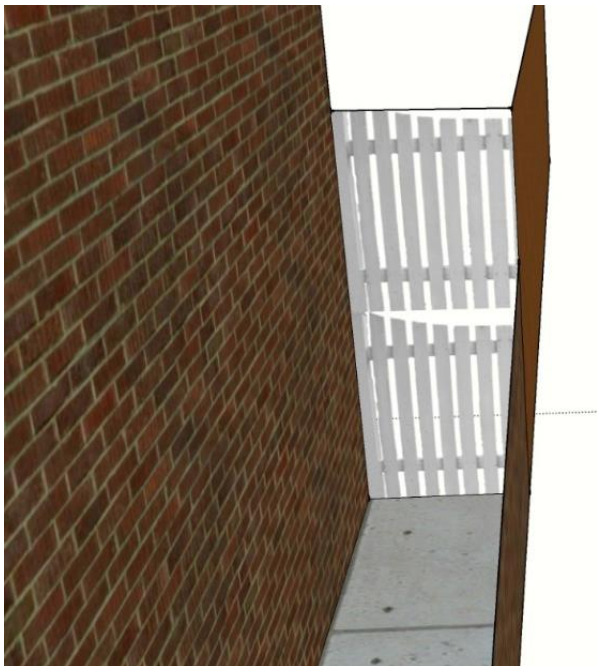
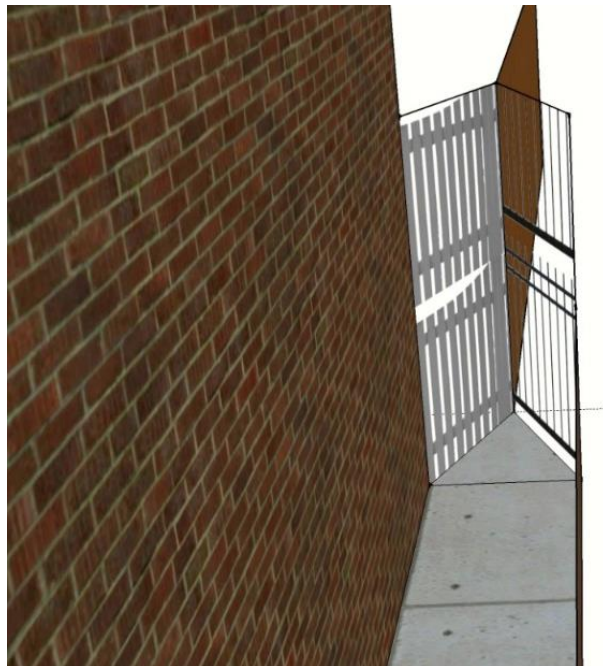
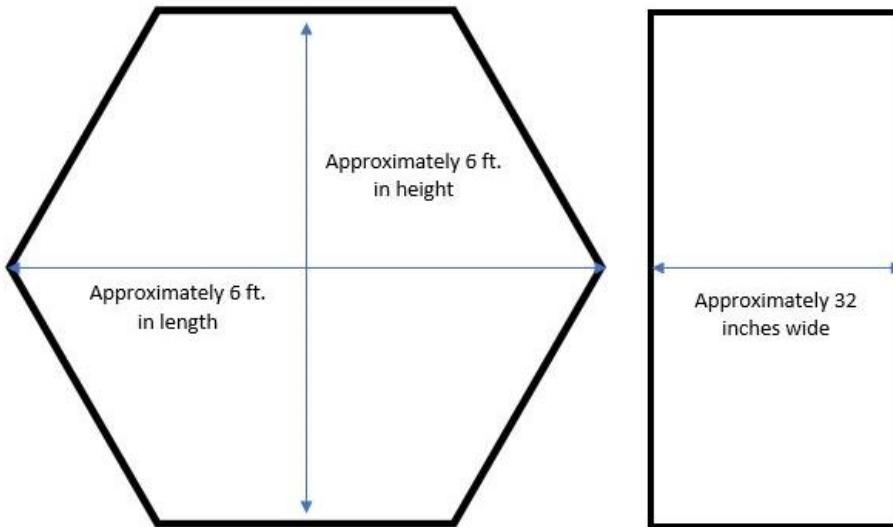


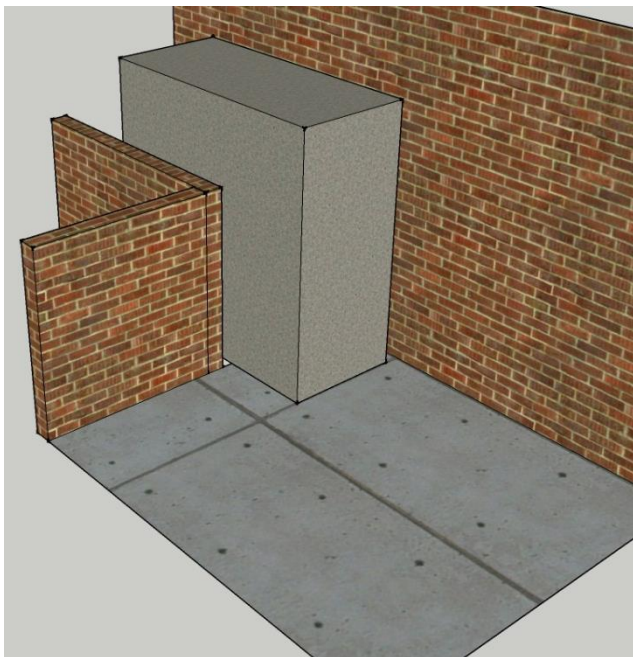
Image 2 – shared gates at an angle



**Example of Rio solid tub dimensions as it is moved on its side:**



Due to the size of solid tubs they need a wide amount of clearance to exit narrow alleys, passageways, etc. When looking at the access we need, as well as the minimum gap remember how the tub needs to turn when it exits any passage, entry, alleyway, etc. See the next three images.

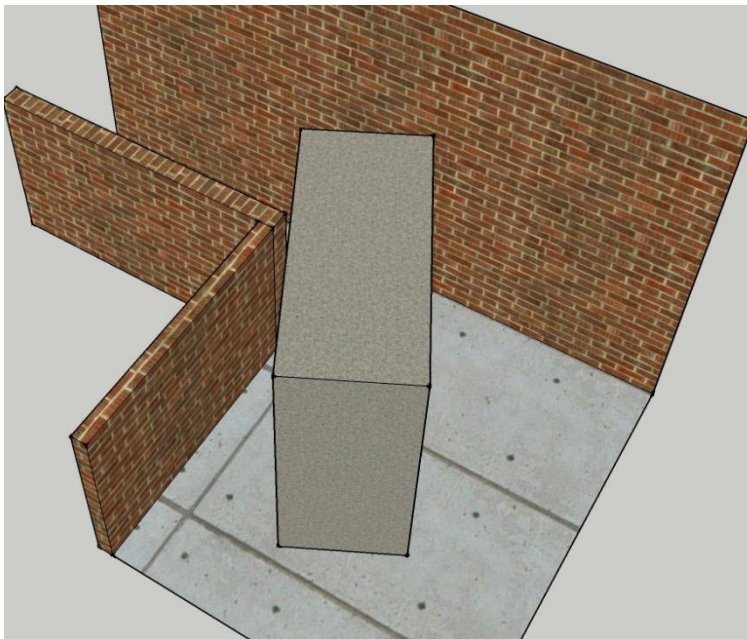
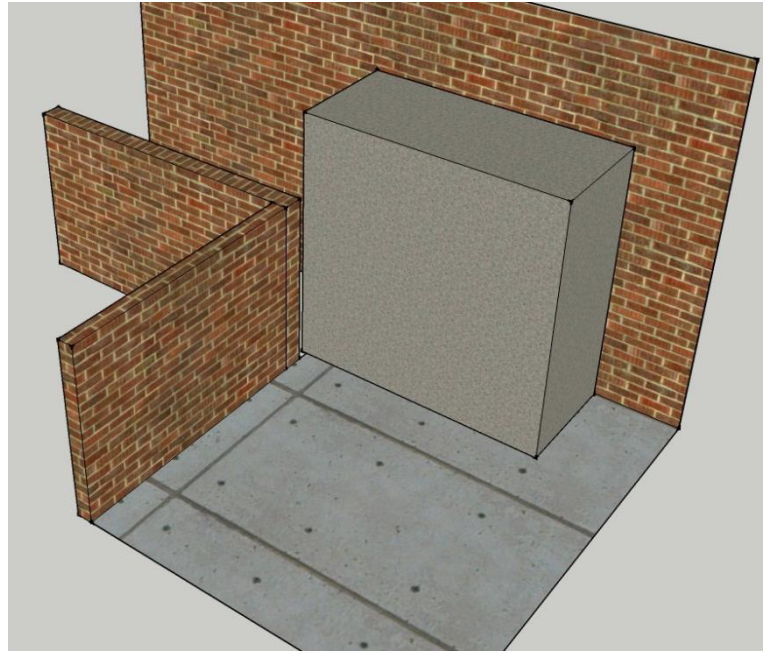


When exiting a passage or entry the tub will need an area large enough for it to turn. To safely do this we recommend an area that is at least as long as the tub is when it is on its side – 6 ft.



Before turning any corner the tub will have to be almost entirely clear of the narrow alley/passage.

In this image the tub has an area as deep as the tub is long, and therefore enough space to turn around.



Only once it is completely clear of the alley/passage can it then be turned.

Please remember to measure carefully and think about the space the tub may need to turn in. If we cannot install the tub because your property does not allow us to we cannot refund your payment.

**If you have any doubts about your chosen hired tub fitting please contact us before booking.**