

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 requires all persons hiring equipment to have read and understood the contents of this document before signing. If you do not understand the information contained within this document, or require further clarification on said points, please speak to your installation team. At the end of this document you will be asked for your signature and date of signing. It should be noted that you are signing 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.

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. If you have a combination boiler you could have it filled with hot water so it is ready to use when filled.
- The hot tub is designed for 4-6 or 6-8 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. If we erect a gazebo and the weather deteriorates then it is up to you, the hirer to take this down to avoid damage to the gazebo and to the hot tub.
- Over filling the hot tub will cause it to overflow. Each person entering the hot tub will raise the water level by 5-7cm. When the bubbles/jets are activated the water level again rises by a similar amount.
- 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 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.
- Chemicals will need to be added. We will go through the procedure with you verbally upon delivery and will leave you with information regarding

application, handling, storage etc. If you have any questions just ask.

- Hot Tubs Rock will not be responsible for water damage that occurs from hot tubs set up indoors.
- Every tub is deep cleaned in between hires and shock treated on installation, it is your responsibility to keep the chemicals at the correct levels as indicated in the manual provided. Failure to do so can cause illness and Hot Tubs Rock will take no liability in these instances.
- The Hot Tub IS NOT A BATH - 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.
- Any problems experienced with the tub must be reported in the first instance either by text message to 07825 086199 or email to hello@hottubsrock.co.uk, we can only rectify issues if we are notified of them.

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 is a charge of £50 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.
- 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 is charge of £1 per mile from NP26 plus £10ph plus parts.
- Any damage incurred due to misuse or not following the above recommendations must be paid for in full. Undersigned renter understands the above information and acknowledges that the use of the hot tub is at the renters' risk.
- 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.)
- A security deposit of £50-£100 is taken for all hot tub hires. Any damages to hot tubs or gazebos will result in us retaining your deposit until we have assessed the damages back at our unit. If repairs can be made we will reimburse you accordingly.
- All equipment must be returned - this includes, hoses and tap attachments. Failure to do so will result in us retaining part or all of your deposit.
- Refunds will only be given if our equipment has failed and after a test at our depot confirms this, if the hot tub has been used we will not issue any refund unless it is clear our equipment has failed. Please note normal operating temperature is 35 – 40 degrees Celsius.

ANY DAMAGES TO HOT TUBS OR GAZEBOS WILL BE CHARGED AT THE APPROPRIATE RATE AS FOLLOWS:

- Ripped gazebo side or roof £40
- Damaged gazebo frame £150
- Punctured hot tubs (due to body jewellery or sharp objects) £200
- Heavily soiled hot tubs or stained tubs (caused by bunting, confetti, party poppers etc.) £50 cleaning fee
- Hot tubs damaged beyond repair will result in a charge of between £500-£2000 plus VAT at 20% (depending on the tub hired). This is to be paid to a member of our team before they leave your address. Failure to pay will result in us seeking redress through the small claims court.

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

HIRE DATE_____
SIGNED_____
PRINTED