

TERMS AND CONDITIONS OF HIRE

It is the responsibility of the person who is hiring the Hot Tub to ensure that all possible steps are taken to avoid injury or damage to the Hot Tub. Please ensure that the safety instructions are followed at all times, your safety is our primary concern.

- The Hirer will provide adequate delivery and collection access. It is the responsibility of the Hirer to ensure that the suitable access is available to get the goods into the garden. No refund will be given by Hereford Hot Tub Hire in the event that, on the day of delivery, we cannot get the equipment into the desired location. The Hirer will also ensure that a hose pipe and water supply is available and a suitable 240V 13amp supply is within 15 metres of the hot tubs desired location.
- If you don't have a hose pipe we can provide one, this must be highlighted in your email responses.
- Hereford Hot Tub Hire is NOT responsible or liable for the electricity/power used by the goods during the period of hire.
- For safe and correct operation the surface for the Hot Tub should be a flat area. If you are unsure about the suitability of your chosen area please contact one of our technicians. **PLEASE NOTE:** - Decking areas are used at your own risk as the weight can be up to 1600 kilos (fully occupied). If you would like the tub set up on decking, a waiver must be signed to show that you are aware of the risks but will continue anyway. However, our technicians may still deem the area unsafe and another area will have to be found, if not, you may lose your deposit.
- It is your responsibility to ensure that the surface is suitable for our equipment and its possible weight. We accept no responsibility for any damage to patio or other surfaces affected by the weight of the equipment.

- Tubs are for 4 to 6 people at any one time unless stated in your confirmation. Overloading the spa can cause damage for which you will be liable. Users must be over **5 YEARS OF AGE & SUPERVISED AT ALL TIMES.**
- No food drinks or chewing gum to be allowed on or near the Hot Tub.
- No smoking, vaping, barbecues or fires in or near the Hot Tub.
- Ensure all clothes are colour - fast and have been washed previous to use.
- Do not sit on the sides of the Hot Tub or on top of the top cover as this will cause damage to the hot tub for which you will be liable and may cause serious injury.
- In the event that anything appears not to be working correctly, please remove all users from the Hot Tub.
- Please try to keep clean the Hot Tub as clean possible. All users of the hot tub **MUST** shower before and after use to avoid the risk of skin irritation or infection. It is the Hirer's responsibility to make sure this happens. No hair clips, body jewellery or toys are permitted in the hot tub. Wiping feet before entering the Hot Tub will help maintain the cleanliness. **PETS ARE NOT ALLOWED IN THE HOT TUB**
- If the Hot Tub is collected in a dirty condition (other than standard use) then the person hiring will incur a cleaning charge of **£35.00**. The **HIRER** must be at the property on the day of collection. Please ensure that the electricity supply is available for Hereford Hot Tub Hire. Hereford Hot Tub Hire will empty and deflate the tub in order to check for damage etc. Equipment that is lost, stolen or damaged beyond repair will be charged to the Hirer at the FULL retail value – this includes excessive staining, dirt marks and scuff marks. This is to be paid within seven days from invoice date. Failure to pay will result in us seeking redress through the small claims court. Hereford hot tub hire reserve the right to inspect items that may have been damaged, stained or otherwise at their premises and inform you the hirer of any further costs within 24 hours. However a signed damage sheet will be given to each party and photos will be taken of any damage and sent to you whilst the tub is on your premises.
- Equipment defects should be reported to Hereford Hot Tub Hire as soon as possible. Please do not attempt to repair any part of the hired item
- Excess Hire Charges will be charged at a rate of £65 per day for every additional day or part day that the goods are kept by the Hirer over the agreed hire period unless this delay is caused or agreed by Hereford Hot Tub Hire, in which case the price will be discussed.
- Upon booking a non - refundable £30 deposit is required, this will be deducted from the remaining outstanding balance and is confirmation you agree to abide by our T&C's. This can be paid by Bank Transfer or cash.
- The Balance is due on or before the delivery date. **PLEASE NOTE:** - If the balance remaining is not confirmed paid on or before the hire date, (if paying cheque, cheque Must be cleared) Hereford Hot Tub Hire reserves the right not to complete set up and you will lose your deposit.
- Our installation team will place the tub in the safest place, it may not be the place of your choice but will be the best option to ensure maximum safety for users.
- You will be provided with the following: 1 filters for Weekend Hire. 2 filters for Week Hire. This should be plenty as long as the "tub rules" are followed. You will be given the option of us leaving a spare filter. If this is used you will be charged £6.95
- Extra filters are available and will be charged at £6.95 and are only available for collection. From **Ludlow**.
- Ownership of equipment and goods hired remains the property of Hereford Hot Tub Hire at all times.
- Hereford Hot Tub Hire will not be responsible for any water damage that occurs from spas set up outdoors.

- If you are pregnant or have a medical condition, please consult your doctor before using the Hot Tub.
- Hereford Hot Tub Hire will provide chlorination and de-foam chemicals for the tub whilst on hire. However we will not be held responsible for any allergic reactions, injury or death caused by adding sanitation chemicals.
- Do not add bubble bath, foam bath or washing up liquid or dyes of any description.
- **DO NOT** use the hot tub if the water is not clean sparkling and smelling fresh. It is recommended that the PH levels are checked daily, all equipment and instruction will be provided but remains your responsibility.
- 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 the hirer to take this down to avoid damage to the gazebo and to the hot tub.
- Do not take illegal substances or consume excessive amounts of alcohol whilst using the hot tub. If you're not safe to drive you're not safe to be in a hot tub. Drinking from glass containers in and around the hot tub is strictly prohibited.
- On hiring the Hot Tub you agree to accept our Terms and Conditions and acknowledges that the use of the hot tub is at you the hirers own risk.

DISCLAIMER

Please note that all persons using hire equipment from Hereford Hot Tub Hire do so at their own risk. The person's or organisation hiring this equipment will be responsible / liable for any damage or injury occurring from or as a result of misuse or reckless use. These guidelines are for the safety of all people using this equipment, and are the sole responsibility of the hirer to ensure they are fully complied with at all times. Hereford Hot Tub Hire cannot except any responsibility for any injury caused to anyone using this equipment. All individuals using the equipment must fully comply with the terms and conditions of hire. We are available to assist you during your hire, however a charge may be incurred if a call out is required due to misuse or negligence. You can call us on 07745385871 or send us a message on Facebook.

I have read the above agreement and fully understand and accept the condition. I am aware that whilst in my care I am fully responsible for the hire item and will pay for any loss or damage in full that may occur (retail price), this will include the hire item being returned in an unacceptable condition.

I HEREBY AGREE TO ABIDE BY THE TERMS AND CONDITIONS LISTED ABOVE.

BY PAYING YOUR DEPOSIT YOU ARE AGREEING TO ALL OF OUR TERMS AND CONDITIONS.