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# TERMS & CONDITIONS

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By Hiring you are accepting our Terms and Conditions

## **YOUR RESPONSIBILITY WHEN HIRING THE HOT TUB**

Please ensure we have suitable access to your property for delivery and collection of your Hot Tub.

You will need to supply the water for the equipment in the hire period so please ensure there is access to a suitable water supply.

You will need to have a suitable supply of electricity and it must be in close proximity to where the hot tub will be placed.

We require a flat level base to sit the hot tub on, this can be slabs, concrete, blocks or any firm hard standing. If you are unsure whether your garden is suitable for our hot tubs, please let us know before hiring so we can assess whether or not we can hire to you. Please note we cannot set our Hot Tubs up on pebbled surfaces.

Although we will have already inspected each Hot Tub before delivery, please let us know immediately if you suspect any existing damage on the equipment.

You the hirer become responsible for the hot tub when you receive it – please take extra care to stop any sharp objects from being around or in the Hot Tub and prevent people from jumping in or on the hot tub.

You will need a drain close by to empty the hot tub at the end of the hire period.

You will be responsible for looking after the hot tub and returning it to us in the same condition and good working order as it was upon delivery.

Any hot tub which is lost, stolen, or damaged beyond any economical repair will need to be paid for in full by the hirer.

## **DAMAGE**

Although it's very unlikely, any damage caused to any part of one our hot tubs will be charged at a fixed cost depending on the severity of the damage

The charges are as follows:

- Minor repairable damage to pump or liner (inc pin prick punctures) – £50
- Excessive damage to either pump or liner – £300
- Gazebo damage to either structure or material – £50
- Loss of any equipment external to the hot tub or pump – £20-£100 (TBA)

## **GAZEBOS & EXTRA ITEMS (such as lights, speakers, holder etc)**

All additional hire items such as gazebos, lighting, holders and speakers will include instructions for use.

If damage is caused as a result of misuse, negligence or not taking factors such as weather into consideration, then unfortunately we will have to charge you in line with our charges outlined above.

Gazebos are not safe for use in very high winds. Although we will ensure that the gazebo is secured as safely as possible, please keep an eye on the weather forecast and, if necessary, take the gazebo down to ensure your own safety and the safety of your property.

## **CANCELLATIONS**

You can cancel your hot tub hire booking up to one week before delivery time and your payment will be refunded in full. If you cancel after that a charge of £50 will be deducted from your refunded amount.

## **ACCIDENTS / INJURY**

Please note that the use of the hot tub is at the hirer's own risk.

Giddy Fox will not be liable for accidents, injuries, or death caused by misuse of our tubs – this includes falling over on wet surfaces or falling in or out of the hot tub, use of drink, drugs etc.

Pregnant women must not use the hot tub or seek doctor's advise first.

Anyone on medication must consult their doctor and if you have any health concerns, please consult your doctor before hot tub use.

Children under the age of 16 are strictly prohibited from using the hot tub, unless under strict supervision from adults at all times.

## **SAFETY INSTRUCTIONS**

Please ensure that everyone using the hot tub is properly instructed on how to use it safely and correctly and that they have all read the instructions we have supplied.

Please enter the water with care, making sure it is not too hot (test first).

At a temperature of 37C or above you should not spend more than 15 minutes in the hot tub, no matter how tempting it is.

Please ensure the hot tub is not misused.

Please only use plastic glasses in the hot tub.

Please wear suitable swimming attire only. Do not enter the hot tub with shoes on or with any sharp object on your person.

Please don't dive or jump into the hot tub.

Please don't sit on the hot tub cover or stand on the hot tub housing.

Please don't smoke whilst in or around the Hot Tub.

Please ensure everyone using the hot tub is in a sound, healthy and fit state or has permission from their doctor where appropriate to use the hot tub safely.

Please ensure users are not under the influence of drugs or alcohol.

Please ensure you do not exceed the Hot Tub maximum capacity.

To keep your Hot Tub toasty warm, please ensure the cover and lid are on to retain the heat when not in use.

Always leave the hot tub plugged in and switched on when not in use in order for the filtration / heating systems to work. If it is accidentally switched off or a power failure occurs, the tub will need to be switched back on and reset as shown in the setup demonstration.

Please ensure everyone showers before using the hot tub.

Please don't add bubble bath, foam bath or washing up liquid of any description to the Hot Tub as it will affect the filtration system and the chemical content of the water.

Please don't allow any pets in the hot tub.

## **USE OF CHEMICALS**

Your health and well being is of the utmost importance to us. Our hot tubs are thoroughly cleaned before each new hire period using detergent and bacteria killer specifically made for hot tubs.

You will be provided with all the chemicals needed for your hire period and we will show you how to use them.

To ensure the water in the hot tub is always clean and ready for use during your hire period, please ensure everyone showers before using the hot tub and all traces of dirt, make up, moisturiser, creams etc must be cleaned from your body before use.

Do not add bubble bath, foam bath or washing up liquid of any description.

Anyone with fake tan of any description must not use the hot tub.

A cleaning charge of £25 or a filter replacement charge of £25 may apply if misuse of the Hot Tub has affected the cleanliness.

## **DAMAGES TO YOUR PROPERTY**

Please note, Giddy Fox will not be held responsible for any damages to your property through hiring any of our tubs: this includes any water damage or weight damage to structures, fixtures, fittings, garden or grass areas as a result of the hot tub location.

It is the hirers full responsibility to make sure the area where the hot tub is going to be placed is suitable and will not cause any damage.

Things like the filled weight of the tub (1325 ltrs = 300 gal of water) on the surface needs to be taken into account as well as the amount of water that will be displaced on the floor.

## **LIMITS OF OUR LIABILITY**

If the hot tub breaks down or stops working we will determine the problem as soon as possible after you have reported it to us, and then try to repair or replace it as soon as possible.

## **TERMS OF AGREEMENT**

On hiring the hot tub you agree to accept our Term and Conditions and acknowledge that the use of the hot tub is at you, the hirer's, own risk.