



- You must ensure there is a clear pathway, clear of any rubbish or clutter to allow an area for hot tub to be set up. If access is not possible there will under no circumstances, be any refunds.
- You must make sure you have a suitable supply of electricity and it must be in proximity, we would rather this not be an extension lead as it is not recommended to run the heaters on an extension lead, if it is an extension lead you must let us know.
- You must have a water source with a hose pipe.
- If the hot tub is being put on a terrace of a block of flats, we would need to see permission of a freeholder.
- A flat level base is required to sit the hot tub on; this can be slabbed, concrete, blocks, decking or any firm hard standing. Grassed areas are not ideal but in some cases, we can put a board down to flatten the ground.
- You will be supplied with ample chemicals for the duration of your hire period, do not use or add any other chemicals to the water other than chemicals supplied by Sky Hot Tub Hire. Do not add bubble bath, foam bath or washing up liquid of any description.
- We clean out the hot tub before and after every customer use with Dettol Anti-bacterial as well as changing the filters.
- It is important that everyone is clean when entering the spa. All traces of dirt grease make up, moisturisers & creams must be removed before using the spa. When it's filled with clean water, we all want it to stay as clean as humanly possible for both hygiene and unnecessary wear on the pump and spa. If you use a fake tan you cannot use the spa as it will cause lasting discolouration of the spa and result in a damages charge.
- We require a £80 damage deposit for the hot tub on payment for the hot tub via bank transfer. On collection we will analyse the hot tubs for any damages if all is good, we will refund you the full £80.
- If any linings of hot tubs are damaged, you are entitled to pay for them to be repaired.
- Please clear out the water in the hot tub before we come to pick it up, if this is not done and we must do it ourselves there will be an extra charge of £40.
- You must pay us the cost of replacing any goods, which are lost or stolen or damaged beyond economic repair.
- Always leave the hot tub plugged in and switched on for the filtration/heating systems to work.
- If you have any pets please keep them away from the hot tub as they can cause punctures/damage to the hot tubs.
- Please note it can take up to 12/24 hours for the hot tub to heat up so please always account for on the day of set up you will not be able to use your hot tub until it is heated up, we do not charge for the set-up day as this is just time to give the hot tub to reach the required temperature.
- In some cases, freezing temperatures do not allow the hot tubs to heat up, if this happens, we will have to move your date to another time.
- We reserve the rights to refuse to set up if these terms and conditions are not met.
- Please note our delivery charges are free for the first 5 miles from KT13 8NT, we then charge 50p per mile, we calculate this x4 as this is how many times we must go back and forth to set up and collect the hot tubs.

- Please note no bookings are confirmed until full payment is made.
- Please DO NOT deflate hot tubs yourselves, they must be inflated on collection so we can do a check for any punctures etc.
- Please DO NOT move the hot tubs yourselves, this will cause them to puncture, they must be placed where you would like them by the delivery driver.
- If you are having any issues with your hot, please call or email us ASAP and we will come over to get this resolved for you, only day we cannot is a Sunday. Please take pictures of proof to show us in case you cannot get through to us.
- Please note we do not work Sundays, for any hot tubs wanting to be set up on a Sunday, there will be an additional £40 charge.
- Our opening hours are 9am-6pm Monday-Friday and 9am-12pm on Saturdays. Please only call us during these hours for non-urgent enquiries.

***Please read and confirm all the terms and conditions before making any payment to confirm your booking.***