



# HARRY'S HOT TUBS LTD

The Number One Hot Tub Rental Company in the UK

## Should I be worried about Covid-19 when hiring my hot tub?

Rest assured that we are taking every possible precaution regarding Covid-19 to ensure you and yours stay safe from start to finish. Suitable PPE is worn throughout all of our contactless deliveries and tubs are deep cleaned before and after each use.

Please read this extract from the Centre for Disease Control and Prevention:

'There is no evidence that the virus that causes COVID-19 can be spread to people through the water in pools, hot tubs, spas, or water play areas. Proper operation and maintenance (including disinfection with chlorine and bromine) of these facilities should inactivate the virus in the water.'

More information can be found on their website here:

<https://www.cdc.gov/coronavirus/2019-ncov/php/water.html>

## What is the usual hire length?

With set-up/takedown times and the fact that we cover such a vast area, our minimum hire is 2 nights during the week; although we recommend 3 or 4 nights so that you can maximise your use of the tub.

## What days can the hot tub be hired?

We believe in giving our incredibly hard-working team as much work-life balance as possible. This means we do not deliver on weekends, but you are more than welcome to book for a Friday delivery and a Monday takedown to make your weekend that little bit more bubbly!

## Do you deliver in my area?

Wherever you are, chances are we cover it!... We have a large team of carefully selected individuals who are dedicated to serving the nation with all of their aqua-therapy needs!

In terms of major cities we currently cover:

Newcastle Upon Tyne, Durham, Sunderland, Sheffield, Nottingham, Loughborough, Birmingham, Coventry, Manchester, Chester, Liverpool, Bristol, Cardiff, Newport, Bath, Oxford, Reading and all of their surrounding areas... so just a few!

## How do you take payment and is there a deposit?

Our custom-built online booking system allows you to book safely and easily with the click of a button! We take all of our hire fees upfront to allow the delivery team to focus on providing you with a top quality service.

Included in the upfront payment is a £70 security deposit which will be refunded to you at the end of the hire if there is no damage. These payments are processed online once your tub's condition has been logged and can take up to 5 working days to hit your account.

## Do you have a cancellation policy?

We do! £60 of your hire fees act as a non-refundable booking deposit. This means if you were to cancel for whatever reason, this would be lost and the remainder refunded.

If you were to cancel within 48 hours of the delivery date, you will lose the entire hire fees. We understand that circumstances change so we are more than happy for you to reschedule your booking to a later date (again, the more notice the better)



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## **My side gate is very narrow, how will you get the hot tub in?**

We use inflatable Lay-Z-Spas which when deflated, break down into smaller individual elements. This makes them very handy for getting through narrow pathways etc. Accessibility has never been an issue to date. Having said that, my delivery colleagues are precious to me and it is a requirement to provide safe and easy access to the set-up site.

## **Has the hot tub been cleaned from its last use?**

Yes! We have strict cleaning policies on all our hot tubs; even before Covid, hygiene has always been paramount. After each hire a thorough deep clean is carried out where we remove and replace the filter and deep clean the entire internal and external shell.

## **How much space in the garden does the hot tub need?**

Our hot tubs work best on a flat, level surface of at least 2m x 2m. This can be a patio, paving, decking or your lawn. Having said that, we always bring protective mats for our equipment to use on all surfaces so you shouldn't worry if it's not perfect!

## **How do you fill the hot tub?**

We fill the hot tub using your water supply. This can be either hot or cold water. We always provide extension hoses with adaptors should you wish to get hot water from inside and speed up the setup process! Otherwise, we can always connect to your outside tap.

## **How long does it take to reach the required temperature?**

If filling with hot water, the hot tub will be ready for use as soon as it is full so approximately 1-2 hours depending on the water pressure (and size of tub). From cold, our hot tubs can take anywhere from 12 to 15 hours to get up to the desired temperature.

## **Does the hot tub have a cover?**

Yes, all our hot tubs come with a thermal cover to retain the heat and keep running costs down!

## **How does the hot tub maintain its temperature?**

In order to maintain a constant temperature, the hot tub needs to be connected to an electricity supply and the cover should be kept on the tub when not in use.

## **Is it dangerous if the hot tub is plugged into mains electricity?**

Not at all!

Our hot tubs run on a UK standard 13amp/240V electrical supply. You should always use a grounded socket with RCD protection. All of our pumps come with a built-in RCD unit as a safety measure.

The socket that the hot tub is being plugged into should be grounded and at least 4 metres away, at a height of at least 1.2m from the ground. We recommend getting a qualified electrician to install a grounded outdoor waterproof socket with RCD protection (this should always be done by a qualified electrician).



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## Can I use an extension cable?

The manufacturer of the tubs suggest that extension cables cannot be used with Lay-Z-Spas. The Lay-Z-Spa pumps come with a 7 metre cable which is usually sufficient for customers to reach their nearest grounded socket with RCD protection. If the cable is not long enough, we recommend getting a qualified electrician to install a grounded outdoor socket with RCD protection. The socket that the hot tub is being plugged in to should be grounded and at least 4 metres away, at a height of at least 1.2m from the ground.

Long story short, extension cables should only be used if there is no other option. We will always provide a good quality, waterproof extension if this is the case. If you wish to go ahead and use it, you will be assuming all responsibility from then onwards. We will not be held liable to any damage caused to your property.

## Do I need to use chemicals and why?

Yes, regardless of how often or long you plan to use your hot tub, it is essential to treat the water in your Lay-Z-Spa using Chemicals.

Chemicals are a highly effective way to treat your Lay-Z-Spa, as they eliminate any harmful bacteria that can grow in warm water. (It doesn't take long to get used understanding and using chemicals in your Lay-Z-Spa. Before long it will become second nature to you.)

We include a full chemical kit to ensure that your water is sanitised, clear and safe. Testing strips are also provided for you to check the condition of the water. Part of our set-up procedure is to give you a thorough tutorial of all the equipment, including your chemical kits. It is very simple and we will issue a full set of written instructions as well just in case you need to refresh your memory (if not given a physical copy there will be links to documents in your delivery time message!)

If at any point during your hire you feel unsure of the water, please contact our team who are happy to help over the phone.

## Do I need any special equipment?

No, we supply all equipment and set everything up from start to finish. All we need from you is access to a water supply and electricity!

## What if there is an issue?

We provide you with contact numbers for staff who will be available to provide technical support whenever you need it most. We also offer a call-out service if necessary, availability dependent, for the duration of your hire.

## How Do I Book?

You can book safely and easily here: [harryshottubs.com/hire](https://harryshottubs.com/hire)

A member of the team will be in touch within 48 hours of the delivery date to give you an accurate delivery time!