

## OUR TERMS & CONDITIONS

It is the responsibility of the hirer to ensure that all possible steps are taken to avoid injury to users or damage to the equipment.

We reserve the right to refuse hire at any point we feel the following regulations have not been adhered to. If the hirer is in any doubt to the meaning of the following then consult us immediately:-

The hirer will, during the period of hire, be responsible for the supervision of the equipment, its care, safety from damage however slight of any sort and the behaviour of any person at any age using the equipment. If the large tub (Monaco) is damaged beyond repair you will be charged £450. If the Medium tub (Vegas or Paris) is damaged beyond repair you will be charged £200.

### Cancellation Policy:-

- If you wish to cancel your booking 4 weeks or more before your delivery date, we will refund 100% of the fee
- If you wish to cancel your booking 3 weeks before your delivery date, we will refund 75% of the fee
- If you wish to cancel your booking 2 weeks before your delivery date, we will refund 50% of the fee
- If you wish to cancel your booking 1 week before your delivery date, we will refund 25% of the fee
- If you wish to cancel your booking within the final week before your delivery date we will not issue any refund

### Delivery Policy:-

If we are unable to provide your delivery due to adverse weather, vehicle failure, illness or any other factor, we will inform you of this at the earliest possible opportunity and any monies paid will be refunded in full.

Please ensure that there is adequate space for our products, that the location our products will be sited is accessible, and that you have cleared the area of mess and debris. We will be unable to provide a refund if we cannot deliver your product due to a lack of space or accessibility or due to an inappropriate location.

### Hot Tub Terms and Conditions of Hire:-

Please do not use the hot tub during pregnancy. Anyone having an upset tummy in the last 7 days should not use the hot tub as this can spread infection. If you suffer from heart disease, diabetes, low or high blood pressure, or any medical condition, please speak to your Doctor before use. People with skin, ear, genital or other body infections, open sores, or wounds should not use the hot tub because of the possibility of spreading infection. Hot tubs are not suitable for children under the age of five and older children must not be allowed to use the Hot Tub alone. Only children tall enough to stand with their feet on the floor and their head out of the water should be allowed to use the hot tub. Under 16's should ALWAYS be supervised. There is a major risk of drowning. Parents should warn children not to allow water in their mouths as this may cause illness. The heat of the water speeds up the effects of alcohol and can cause sleepiness, dizziness and unconsciousness. Never use the hot tub while using or after using narcotics/other drugs/excessive alcohol that may cause sleepiness, drowsiness or raise/lower blood pressure. Restrict your time in the Hot Tub to a maximum of 20mins. Shower with soap and water before and after using the hot tub. Showering before use washes away many of the common skin bacteria and removes lotions, deodorants, creams etc which reduce the effectiveness of the spa sanitizer which disinfects the water. Do not immerse your head in the hot tub water. When not in use, make sure the cover is on in order to eliminate the risks for children and pets. At ALL times make sure pets are a safe distance away from the hot tub. Never use the hot tub alone. Don't use the hot tub

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immediately after a meal. Avoid entering the hot tub water immediately after exercising as the water temperature can affect the heart rate. Don't use glass near or in the hot tub. Don't use the Hot Tub if you have recently had a spray tan as not only will you lose your tan but you will also block the filter. Do not use any electrical appliances near/in the hot tub. This is a MAJOR risk. If any allergic reaction occurs leave the hot tub and rinse off in the shower. If the reaction persists contact your Doctor. Ensure no contaminants ie - bubble bath, alcohol, oils etc are placed in the water as this may upset the chemical balance of the water and can result in allergic reactions. Please DO NOT smoke in OR near the hot tub – this could cause damage.

### Treatment & Chemicals:

1. We thoroughly clean and sanitize all of our hot tubs between uses
2. Allow at least 1 hour after dosage of chlorine before using the hot tub
3. Do not allow chlorine to come into contact with your skin, do not ingest and do not inhale
4. Please store chlorine in a cool dark place, away from children.
5. If you have an allergy to chlorine please seek medical advice before using the hot tub

### Refunds:-

Refunds will ONLY be made where the equipment has failed AND we have not been able to fix or replace it. If a hot tub is not working correctly or not heating as advised you must make us aware as soon as possible so we are given the opportunity to resolve the issue. If you do not we will not issue a refund. If you experience an error code please advise us immediately as if this is not resolved quickly your hot tub will lose heat. We will always aim to solve any issues in time for your party or event. We are available by phone on 07814 664235 at all times.

### Gazebo Terms and Conditions of Hire:-

The Gazebos are a "pop up" and come with side panels which can be easily removed or added by the hirer. The gazebo requires a minimum of 2 people to erect or take down. We will erect the gazebo on delivery but only if the weather is suitable (i.e. no or very little wind). The gazebo is not a permanent structure and can be damaged easily in some weather conditions especially wind. It is the hirer's responsibility to look after the gazebo and if required to take it down to avoid damage should the weather conditions change to make it unsuitable for the erection of the gazebo. If the gazebo is damaged beyond repair, the replacement cost of £80 will be made to wearebubbletubs. By entering into a hire you are accepting our T's and C's.