

Our Right of Access

We may enter any land or premises where we reasonably believe the hot tub to be, on the agreed date and time of collection at the end of the agreed hire period.

Other terms

If any term in this contract cannot be enforced or agreed to, then the Daizy's Castles and Cakes Hire equipment will not be supplied.

By hiring our hot tubs you the hirer agree to release Daizy's Castles and Cakes and any of its employees from any and all liabilities incurred during the hire or use of the hot tub.

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 hirers, own risk.

Signed x

Print x

Date x

Terms & Conditions

Daizy's Castles and Cakes Hot Tub Hire – Terms and Conditions

On delivery of the hot tub, you will be asked to read and sign a copy of these terms and conditions.

Any damage caused by gross misuse will be billed accordingly – this may include a replacement filter charge of £25, and/or a cleaning charge of £25 if applicable.

If the customer does not pay for damage or a stolen hot tub willingly then we will pursue for lost moneys in a small claims court and if it has to lead to this stage then we will also claim for lost hire time.

If we arrive to deliver your hot tub at the agreed time and no one is in to receive it then we will try to rearrange delivery subject to extra fuel and time costs, if we are too busy to redeliver then your deposit will be forfeited. It is up to you to be at home for delivery.

Hire Periods

The full hire period is the dates shown on the hire contract.

At the end of the hire period, goods not made ready for collection will be placed back on hire for a further hire period at the same hire charge you must pay us the extra charges when we ask for them, to include any additional costs incurred.

The contract comes into effect when you have signed and agreed to keep these conditions of the contract and we have accepted your order.

Your responsibility when hiring the hot tub

You must assist us in the delivery and collection at your location. You must give us clear instructions, and take all reasonable steps to ensure the safety of our people. We accept no responsibility for any damage or injuries caused.

The hirer will supply the water for the equipment in the hire period.

You must make sure you 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.

Grassed areas are not ideal but in some cases using OSB board (2 x 8ft x 4ft boards) or similar may be used.

The hirer will inspect the hot tub with Daizy's Castles and Cakes Hire and note and sign for any damage on the equipment.

You agree to the safety instructions.

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.

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

Cancellations

You can cancel your hot tub hire booking up to three weeks before delivery time and your deposit will be refunded in full. If you cancel after that your deposit will be forfeited.

Accidents / Injury

The hirer acknowledges that the use of the hot tub is at the hirers own risk

Daizy's Castles and Cakes will not be held liable for any accidents, injuries or death.

Daizy's Castles and Cakes 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 ladies must not use the hot tub or seek doctors advise first. Anyone on medication must consult their doctor and if you have any health concerns, please consult your doctor before hot tub use.

If Children under the age of 16 are using the Hot Tub, this is at the parents discretion and the temperature should be set to no higher than 36'C, they should be in the hot tub no longer than ten minutes at a time.

Safety Instructions

You must make sure 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.

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

At a temperature of 37'C or above you should not spend more than 15 minutes in the hot tub.

You the hirer must make sure the hot tub is not misused.

Only use plastic glasses in the hot tub.

Do not enter the hot tub with clothes on, suitable swimming attire only.

Do not enter the hot tub with shoes on or with any sharp object on your person.

Do not dive or jump into the hot tub.

Do not sit on the hot tub cover.

Do not stand on the hot tub housing.

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

You the hirer must make sure users are not under the influence of drugs or alcohol.

You must ensure no more than maximum number of users are in hot tub at one time.

We advise you put the cover 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.

You must make sure everyone showers before using the hot tub.

Chemicals

Your health and well-being is of the utmost importance to us. Our hot tubs are thoroughly cleaned at our base before each new hire period we use detergent and bacteria killer specifically made for hot tubs – if you would like us to clean the hot tub in your presence, please ask us.

We bring enough chemicals (Stabilised Chlorine) with us for your hire period and we will show you how to use them. **Do not leave these where a child or pet could access them.**

To ensure the water in the hot tub is always clean and ready for use during your hire period you must ensure everyone SHOWERS before using the hot tub and all traces of dirt, make up, fake tan, moisturiser, creams etc must be cleaned from your body before use. The water in the hot tub will be clean when we leave, it is up to you to keep it that way. The only way the water can get dirty, is if you put it there.

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

DO NOT use the hot tub if the water is not clean, sparkling and smelling fresh.

Anyone with fake tan of any description must not use the hot tub. If they do it will ruin the water and possibly filter.

Hot Tub Folliculitis / Hot Tub Itch – This is a condition that can occur should the water not be kept clean. Should anyone who has used the hot tub experience a rash which can appear to look similar to chicken pox they should consult a doctor. Hot Tub Folliculitis is caused by a bacterium that is present almost everywhere, even on normal healthy skin. If the water in the hot tub is not kept chlorinated the bacteria can multiply, this is one of the reasons it is so important to use the chemicals we provide. We have measured the stabilised chlorine to keep the water at safe optimum levels for your hire period HOWEVER should the water become cloudy, not smell fresh, please call us. We are not responsible for the condition of the water once we have left it in your care. Should you need us to 'shock the water' or visit and replace the water during the hire period this is chargeable as it should not be necessary and is not accounted for in the hire costs, and will only have incurred due to excessive or misuse.

To minimise the risk of Folliculitis, do use the chemicals we supply as instructed

Do shower before using the hot tub

Do check the water looks and smells fresh before using hot tub

DO NOT sit around in swimwear after being in the hot tub

Do wash swim wear after using the hot tub – not just leave to dry and use again.

Folliculitis does not normally need treatment and will disappear on its own, however in some cases antibiotics may be necessary which is why we suggest you consult your doctor.

As this is a bacterium that is present, even on our own skin, even after following all our advice, there is still a very small risk that infection could occur, bearing this in mind you use the hot tub at your own risk.

A cleaning charge of £25 or a filter replacement charge of £25 may apply if, when Daizy's Castles and Cakes inspects the hot tub on collection, we are dissatisfied with the cleanliness.

Damages to your property

Daizy's Castles and Cakes will not be held responsible for any damages to your property through hiring any of hot 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.

We do not recommend hot tubs go indoors.

Limits of our liability

All the times and dates we quote for delivery or collecting the goods are approximate, we will not be liable for any delays caused by circumstances beyond our reasonable control.

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.

We will not be responsible for any damage caused to your property or persons.

Lost, stolen, damaged or unclean hired hot tub

You the hirer are responsible for looking after the hot tub and returning it to us in the same condition and good working order as they were received by you the hirer.

You must pay to us the cost of replacing any hot tub which is lost, stolen, or damaged beyond any economical repair. You should insure the hot tub for the replacement cost.

If you do not willingly pay for any damaged replacement part, or stolen hot tub we will pursue a claim in the small claims court.

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Signed x

Print x

Date x

Any problems whatsoever please contact us on landline 0121 733 8808 / Stacey 07795 694 260/ Paul 07881 827 057.

Please do try all numbers as we are extremely busy at the weekend but one of us will be able to answer the call.