



## Index

1. Introduction
2. Terms & Conditions
3. Delivery Day
4. What Is Expected During your hire
5. Collection Day
6. How To Change The Filter
7. Water Treatment & Quality
8. Questions & Answers
9. Feedback
10. Deposit



## Introduction

Ace Hot Tubs is a small company based in Worksop, Nottinghamshire. We supply quality hot tub & gazebo hire to Worksop & surrounding areas at affordable rates. We enjoy giving five star service and should we fall short of that we would like to know, we are always on hand to answer any questions you may have so please do not hesitate to ask.

Our hot tubs are fit for use all year round so why not book in for the new year party?, or maybe it's a private birthday party whatever the weather we can supply quality, quickly and affordable.

We have a website at [www.ace-hottubs.co.uk](http://www.ace-hottubs.co.uk) should you like to browse, however most of our reviews & photos are based on our face book page at [www.facebook.com/acehottubs](http://www.facebook.com/acehottubs) .

Have a great time!

Ace Hot Tub Hire.



### Terms & Conditions

1. You the hirer are responsible for loss or damage to the hot tub and agree to pay any related costs.
2. There hot tub shall not be moved without prior consent of Ace hot tubs.
3. Should there be any accidents including slips, trips & falls the hirer will not hold ace hot tubs liable the hirer take full responsibility.
4. On the day of collection the spa the hirer will drain the spa and dry out.
5. In the event the hot tub or pump has a fault contact should be made with Ace Hot Tubs within 1 hour.
6. The hirer is responsible for any other people using the spa kids should be supervised at all times.
7. The hirer takes responsibility for any damage to property that may occur due to water.
8. The garden should be flat, secure and free from any sharp objects.
9. The hirer will provide means of filling the spa and electricity to the point where the hot tub will sit
10. The hirer never removes the air from the hot tub this is done only by Ace Hot Tubs
11. Because of the high temperature of Hot Tub water (37 - 40 deg C) if Users do not take great care about how they use the Hot Tub, they will very quickly create an environment containing solids in which legionella and other bacteria can breed. Some people are more susceptible than others.
12. Bathers must not wear lotions, oils, makeup or skin creams in the spa pool.
13. Bathers must use the toilet and shower before entering the spa pool.
14. Bathers must not use the spa pool if they have had diarrhoea within the last 14 days.
15. Bathers are discouraged from swallowing the spa pool water.
16. It is recommended that bathers do not exceed 15 minutes immersion at a time.
17. Bathers must not exceed the maximum number permitted in the spa pool
18. Children under four must not use the spa pool.
19. Children (and others) who are unable to keep their faces out of the water must not use the spa pool.
20. All other children using the spa pool must be supervised.
21. Babies' nappies must not be changed beside the spa pool.
22. No incontinent person may use the spa pool, either with or without a waterproof nappy.
23. It is recommended that the spa pool is not used after a heavy meal or while under the influence of alcohol or sedatives.
24. Intended users suffering from diseases of the heart and circulation, skin conditions, are immuno-suppressed, subject to fits, or taking drugs affecting the cardiovascular or nervous systems, should not use spa pools without first seeking medical advice.

- 25.** Pregnant women are advised to consult with their doctor before using a spa pool.
- 26.** DO Brush any mud/grit from your feet before entering the water
- 27.** DO NOT Use oils, soaps or any detergent in the water
- 28.** DO NOT Use glassware in the Tub. Plastic glasses only
- 29.** DO NOT Eat food or Smoke in the Spa
- 30.** DO NOT Introduce mud, stones, sticks, grit etc. into the water
- 31.** DO NOT Jump into the water or play ball games
- 32.** DO NOT Sit, stand or lie on the lid of the Hot Tub at any time; or allow children on the lid.
- 33.** Very Important – Please Note
- 34.** You use the Hot Tub at your own risk
- 35.** We cannot be held responsible for your safety whilst you are using the Hot Tub
- 36.** Water quality is your responsibility
- 37.** Please confirm you understand all the advice notes



### Insurance

We all love to enjoy great times with friends & family but sometimes things go wrong.

Ace Hot Tubs have £1 million of liability should the worse happen to you or your family, this will be triggered after a successful audit that all the terms and conditions agreed upon was met and the end result is that Ace Hot Tubs are still to blame.

Our certificates are available on request.

Think safety, act safely be safe

Ace Hot Tub Hire.



### Delivery Day

Your delivery day has arrived and everyone is excited, what you can expect on your day.

1. Ace Hot Tubs delivery driver arrives at site.
2. Equipment will be unloaded to the place you have choose.
3. The spa will be inflated using the power you have supplied.
4. The gazebo will be erected over the spa.
5. Verbal instructions on filter, water levels and pump use.
6. Once happy the outstanding order amount will be given to the driver.
7. Delivery driver leaves a copy of this brochure.
8. Delivery driver leaves site.

Please don't not hesitate to ask our drivers any questions you may have, we are here to make your experience the best.

Ace Hot Tubs.



### **What's expected during your hire?**

Once the driver leaves the maintenance and security of the hot tub is in your hands so what is expected?

1. The equipment should always be kept in a secure environment.
2. The filter should be rinsed under cold water after every use.
3. The pump should be left on at all times to allow filtration of the water.
4. The chemical dispenser should be in the spa when not in use to clean the water.
5. Walking on grass/mud should be avoided before entering the hot tub.
6. The lid should be kept on when the spa is not in use.
7. Be sure to shower before & after hot tub use.
8. Water quality is your responsibility.
9. Rashes and other form of irritation can rise with poor water quality.
10. Any pump errors or equipment errors should be reported within one hour.

Treat the equipment like it is your own and there should be no issues at all.

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### **Collection Day**

On collection day the spa should be emptied out and dry 3 hours before collection.

How do I empty the spa?

1. Install the two black caps on the inside wall of the spa over the outlets (push on).
2. On the pump turn the valves marked A, B & C anti clockwise until loose.
3. Remove the pump.
4. Remove the black caps.
5. Take out the plug in the bottom of the spa.
6. The spa will empty.
7. Carefully tip the spa upside down and leave inflated to remove the water from the jets.
8. Methods can be used to empty directly down a drain (please ask).
9. Finally wipe the spa dry do not remove the air from the spa at any point.

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### How to clean the filter

The filter should be cleaned with cold water after every use, How do I clean the filter?

1. Remove the filter casing from the spa wall turn anti clockwise (should be on hand tight)
2. Remove the screw from the top of the filter casing
3. Pull out the filter
4. Rinse under cold water fully
5. Insert filter back in to the casing
6. Re insert the screw
7. Fix back onto the side wall of the spa screwing clockwise only hand tight

This method helps the water to stay clean please ensure this is carried out.

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### **Water quality & treatment**

Ace Hot Tubs supply the filter system built into the hot tub, we also supply a chlorine dispenser with tablets

You are responsible for water quality at all times.

1. All ways keep the pump/filter running
2. When not in use keep the lid on secured
3. When not in use always keep the chlorine dispenser in the pool
4. Avoid dragging muck and grass in to the spa
5. Always shower before & after spa use
6. Refer to various other guideline set-out on the terms & conditions page.

Look after the water and the water will look after you.

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### Questions & Answers

1. How long will the spa take to heat up from cold? - 12 hours
2. How often should I clean the filter? - after every use
3. When I press the bubble the heater turns off? – this is perfectly normal just remember to turn the heater back on after using the bubbles
4. My pump is showing an error – contact ace hot tubs most errors can be solved
5. I love the hot tub can I extend my hire? – in most cases yes please contact us
6. Can the water be changed on a week hire? - Yes it can but please do not move the equipment

Any other questions you may have please do not hesitate to contact us.

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### Feedback

Ace Hot Tubs enjoy a five star rated service, we solve problem quickly when required, once your order is complete could you please do the following:

1. Upload some great photos to our face book page at [www.facebook.com/acehottubs](http://www.facebook.com/acehottubs)
2. Leave a review on our face book page
3. Send us any recommendations on how your service could have been better

Committed to providing brilliant hot tub & gazebo hire

Ace Hot Tubs



### **Your deposit**

When you book your dates with Ace Hot Tubs a Deposit is taken, this is then taken off the final bill.

The deposit is non-refundable, where date changed are required we try to be flexible where possible

Do you have a question regarding your deposit?

Contact us directly.

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