

FAQs

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>

Can I hire a hot tub for one night?

With set-up/takedown times and the fact that we cover such a vast area, shorter hires are less feasible for us. Our usual minimum hire is four nights; this is our most popular hire length too as it allows you to enjoy a fully weekend for example.

What days can the hot tub be hired?

Our hot tubs are available for hire any day of the week; we do not discriminate!

Do you deliver in my area?

We are currently available in the North East, Central Yorkshire and the North West. We'd be here all day listing the specific areas so it's probably best to make an enquiry and we'll tell you if it's possible!

Is there a deposit?

Usual procedure is to take a £60 deposit to secure your booking. This is non-refundable and is accredited to your hire fee – the remainder of which is paid on the day of delivery. We also take a £70 refundable security deposit. This is returned to you on the day of delivery in the case of no damage to any equipment.

What payment options do you offer?

We currently take all payments via bank transfer for ease. Harry will take payments via card over the phone upon request. However, this will incur a 5% admin fee.

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 the very handy for getting through narrow pathways etc. Accessibility has never been an issue to date. My delivery colleagues are precious to me and I want to be sure they will have complication free delivery. I will ask before you send your booking deposit to confirm that there will be 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?

All our hot tubs require a flat, level garden space of at least 2m x 2m. This can be a patio, paving, decking or your lawn. We have protective mats for our equipment for use on most surfaces so you shouldn't worry – but it would be great if you could just confirm the site so that we can ensure we have them with us for your set-up if necessary!

How do you fill the hot tub?

We fill the hot tub through your water supply. This can be either hot or cold water. We have extension hoses that can connect to your kitchen tap or external tap.

How long does it take to reach the required temperature?

From cold, our hot tubs can take anywhere from 8 to 12 hours to get up to desired 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).

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?

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 in to 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).

Can I use an extension cable?

No, 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 can be a fire hazard. If there is no other option and you wish to go ahead and use one anyway, 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. If you left your Lay-Z-Spa water without any treatment, it would soon become uncomfortable, unclean and potentially dangerous even just to passers-by.

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. We 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 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, free of charge, for the duration of your hire.

How Do I Book?

Follow the link to the enquiry form on our website and tell us where you are and when/for how long you would like your tub. A member of our team will get back to as soon as possible to confirm prices and availability!