

**Bath House Holidays Hot Tub Terms & Condition’s**

By placing a booking and returning a signed copy to Bath House Holidays (BHH), the Customer confirms they have read, understood and agreed to the following Terms and Conditions. These Terms and Conditions do not affect your statutory rights as a consumer.

**1. Definitions**

The Hot Tub Supplier is Startubs, acting on behalf of Bath House Holidays (BHH).

The Customer is the person making the booking.

**2. Application of Terms**

2.1. These Terms and Conditions apply from the moment a booking is made, whether verbally, electronically,
or in writing.

2.2. By making a booking and/or making a payment, the Customer agrees to these Terms and Conditions.

2.3. The Customer is responsible for checking all booking details and must immediately notify BHH of any errors or omissions.

2.4. The Customer is fully responsible for the conduct and safety of their guests during the hire period.

2.5. The Customer is liable for any additional costs resulting from misuse of the hot tub by themselves or their guests.

**3. Use of Equipment**

3.1. Equipment must only be used within the agreed hire period or additional charges may apply.

3.3. Failure to disclose the nature of the event may be considered a breach of contract and could result in the termination of the booking without refund.

**4. Payment**

4.1. Full payment is required at least 7 days before the start of the hire period.

4.2. No booking is confirmed until full payment is received.

4.3. If paying by bank transfer, the Customer must include their surname and the booking date as a payment reference.

4.4. If payment is not received by the start date of the hire period, BHH reserves the right to cancel the booking without notice.

**5. Booking Amendments**

5.1. Any changes to bookings must be confirmed in writing.

5.2. Verbal amendments will not be accepted as confirmation.

**6. Delays and Liability**

6.1. BHH will not be held liable for delays or inconvenience due to traffic, adverse weather, road incidents, actions by police, governments, acts of God or other such authorities.

6.2. In such events as stated in 6.1, no compensation will be provided.

**7. Misuse of Hot Tub**

7.1. Customers should avoid entering the hot tub with lotions, oils, makeup, creams, glitter or dirty feet as these will affect the quality of the water.

**8. Supervision of Children**

8.1. Children must be supervised at all times in or around the hot tub.

8.2. Children must never add any substances (e.g. bubble bath, washing up liquid or detergent) to the water or a £75 fee will be charged to drain/clean/refill the hot tub per visit.

8.3. Children in nappies are not permitted in the hot tub.

8.4. Children must not press multiple control buttons at once, as this may cause faults and will result in a £75 fee per maintenance visit.

**9. Safety Guidelines**

9.1. The hot tub will not be staffed during the hire period but a tuition video will be provided to the Customer.

9.2. If you are pregnant, have a medical condition, or are taking medication, please seek medical advice before using the hot tub.

9.3. We suggest limiting sessions to 15 minutes, taking regular breaks, and staying hydrated.

9.4. No glassware, smoking, or food is allowed in or around the hot tub.

9.5. Do not sit, lie, or stand on the hot tub lid.

**10. Damage and Additional Charges**

10.1. The Customer is responsible for the conduct of all guests using the equipment.

10.2. The Customer is responsible for any damage to the equipment during the hire.

10.3. Additional cleaning or maintenance due to misuse will be charged to the Customer.

10.4. Damage costs will vary depending on the extent and must be paid within 7 days of notification.

**11. Hot Tub Capacity**

11.1. The maximum occupancy limit of four (4) people must not be exceeded.

**12. Substitutions and Equipment Changes**

13.1. BHH reserves the right to supply higher specification equipment at no extra cost.

13.2. In the event that Startubs is unable to fulfil the booking, BHH may appoint another supplier to provide similar equipment or services.

**13. Insurance**

14.1. Startubs are fully insured and hold a valid Public Liability Insurance.

**14. Cancellation by the Customer**

15.1. Cancellations must be made in writing (via email or WhatsApp) at least 7 days before the hire start date.

15.3. If a cancellation is made more than 7-days before the hire start date, the Customer will be fully refunded. If the cancellation is fewer than 7 days before the hire start date, the full hire charge is payable.

15.4. The cancellation must clearly state “Cancellation” in the subject and specify the booking details.

15.5. If no acknowledgement is received from BHH, the Customer must follow up by phone to confirm cancellation.

**15. Cancellation by BHH**

16.1. BHH reserves the right to cancel the booking due to emergencies, force majeure, acts of government or acts of God.

16.2. In such cases, any payment made by the customer will be refunded in full, and BHH will not be liable for any additional compensation.

**16. Complaints**

17.1. Any complaints must be submitted in writing within 24 hours of the end of the hire period.

17.2. All complaints will be investigated and responded to within 30 days, in line with BHH’s complaints procedure.

**17. Third Party Rights**

18.1. This agreement is between BHH and the Customer. No other party has rights under it, whether under the Contracts (Rights of Third Parties) Act 1999 or otherwise.

**18. Governing Law**

19.1. These Terms and Conditions are governed by the laws of England and Wales and any disputes shall be resolved exclusively by the courts of England and Wales.

**19.** **Confirmation & Agreement**

* To complete your booking, please carefully read the above Terms & Conditions.
* Sign and date the form below
* Return a scanned copy or clear photo by email or WhatsApp

**Customer Agreement**

I confirm that I have read, understood and agree to these Terms & Conditions provided by Bath House Holidays.

Customer Name: ………………………………………………………………………………………………………………………………………………...………
(PRINT)

Signature: ………………………………………………………………………………………………………………………………………...……………….………...…

Date: ………………………………………………………………………………………………………………………………………...…………...……………...…………

