



# Relocation & Delivery Terms and Conditions for Hot Tubs

Please read the following information very carefully. It details the terms on which you are contracting with The Hot Tub Mover Limited

## Definitions

*We/Us - The Hot Tub Mover Limited Registered in England – Company number -12077611-Registered Address - Unit 1 Wareham Road Eastfield Scarborough YO11 3UY*

*You/Customer - the other party who, has requested a price/quote to relocate a hot tub from one location to another*

---

## IMPORTANT

**Hot tubs are very heavy and can maim or even kill if handled incorrectly by an unauthorised or untrained person. We request that you stay at least 3 meters away from our move team and the tub at all times and you must NOT assist our team in any way to help move or lift the hot tub.**

---

## 1.0 Quotes and Pricing

We will ask for as much information as possible from you to enable us to quote for your work accurately. There is a significant amount of responsibility on you to assist us as best as possible to allow us to establish any issues or obstacles that may prevent us from completing the work as quoted. Examples of obstacles are steps, slopes, overhanging trees

and branches etc. Please ask the current owner how the tub was originally put in. Most tubs are sled in or brought in via a 4 wheeled dolly.

On rare occasions, a small crane may have been used to lift the tub over a wall/fence. A crane may also have been used to lift the tub over the house. Videos are a great way of helping us establish what is needed for a move.

Here are some examples of how to send a video to us -

[Example 1](https://youtu.be/4s0uYEuffvw) , - <https://youtu.be/4s0uYEuffvw>

[Example 2](https://youtu.be/IemcVanS6Qs) - <https://youtu.be/IemcVanS6Qs>

Please send your videos via whatsapp to **07476 545768** and also include:-

- Full Name
- Email
- Both addresses in full

**1.1 Site Surveys** - can be carried out at your request and are charged at £30 per hour including return travel time from YO12 to your location(s)

**1.2 Cranes** If cranes are required, we require you to tell us this in advance. Crane charges are charged additionally to the relocation quote and can delay the move due to road closures/additional health and safety measures. . Please check with the current owner if cranes were used to install the tub originally and advise us accordingly

## **2.0 Payment**

Full payment is due upon booking of the job. We accept bank transfers or cash. Payment is required upfront as a requirement of our insurance policy. Please note the standing time charges that may be applied in section 2.1.

**2.1 Time on Site.** Our quote allows for 60 mins at the collection location and 60 mins at the delivery location. If it runs over this time due to a problem with access (fence panels being removed/lateness of cranes(if being used)etc. you will be charged at £40 per 30 mins for the time spent onsite waiting. (charged in 30 min segments.)

- Example - we are onsite for 70 mins in total - a further £40 is due
- Example - we are onsite for 100 mins in total - a further £80 is due

### **3.0 Collection and Delivery**

We will give you an approx. arrival time on site. This time may need to be adjusted on the day due to traffic or delays on other jobs. We will endeavour to let you know of any delays as soon as is reasonably possible should they occur.

**3.1** All hot tubs will be checked over before we attempt removal. We will note and photograph any damage to the tub before we commence any removal work

**3.2** We assume the hot tub will be drained down in full and be disconnected from the electrical supply prior to our arrival. We can carry out these tasks for you and the charges will be as follows in addition to the price quoted unless stated otherwise on the quote:-

- Drain Down - £30
- Disconnect from Supply :-£45
- Reconnect at delivery end to certified supply £45

**3.3** In some cases, the action of moving a hot tub can disturb pipework which results in small leaks. This is more relevant to older spas and spas that have been in situ for a longer period of time. We are not responsible for any leaks pre or post move.

**3.4** Dimensions are critical and there must be sufficient allowance for the height and width of the hot tub on the Spa sled. Please remember that most hot tubs are moved on their side. The maximum size of tub we can move under normal circumstances is 2.3m by 2.3m. Anything bigger will need further investigation, more bodies and the possible requirement for cranes.

**3.5** It is up to the customer to remove the hot tub from any sunken decking (we will not be responsible for removing the tub.)

**3.6** There must be 1.2m clearance around all sides of the spa to allow the team to tip the spa in its current position. Please advise us if this is not the case.

**3.7** Please allow sufficient height for the spa to be tipped on its side, gazebos or spa roofing must be removed prior to collection and delivery.

**3.8** Ideally, we require clear level access over hard ground. Soft ground and one or two small steps can be overcome by using boards in advance. Fence panels must be removed before we arrive. Failure to do this may add to labour costs. Large steps, inclines etc can cause problems. If the tub needs to be taken off the trolley to negotiate in a difficult area like steps then you may need to arrange extra on-site labour at your cost.

**3.9** When checking the access route beware of trees and shrub branches, gate arches, low roof eaves, drain pipes, window sills, central heating flues, outside taps and overhanging power cables, narrowing access. Also remember to check there is adequate turning space in corners.

**3.91** We cannot move or be responsible for a hot tub that is rotten. Due to health and safety reasons we may not be able to relocate a hot tub due to it being unsafe to do so.

**3.92** We are not responsible for hot tubs before collection or after we have delivered and placed it as per your instructions.

#### **4.0 Hot Tub moves and relocations**

All moves/relocations are carried out on a best endeavours basis. We will make a final, individual assessment in conjunction with the survey videos provided at the collection and delivery locations based upon our ability to move and relocate your hot tub safely - for both you and our move team.

In the unlikely event we are unable to move your hot tub, we will explain our rationale to you (health and safety/risk/mis-measures etc) and the following charges will apply.

- At the Collection location - 75% of the quoted amount for move is due.
- At the Delivery Location - 100% of the quoted amount for move is due.

#### **4.1 Cancellation**

Should you wish to cancel your booking; you are required to give us as much notice as is reasonably possible. Any jobs cancelled by the customer within 24 hours of the agreed time and date will be charged for in full at the quoted price.

#### **5.0 Insurance**

In the unlikely event that there is damage to your item (eg hot tub) or property, we have commercial insurance in place. This covers us for public liability and goods in transit. Copies of our insurance certificates can be provided upon request.

**5.1** In the unlikely event there is an issue, You are required to write to us via email to info@thehottubmover.co.uk - enclosing pictures/evidence of any alleged damage caused within 24 hours of the delivery completion time. Please note, we require comparison photos of any alleged damage - **before the moved commenced** and after the move was completed so we strongly advise you take detailed photos before we arrive to collect your tub. Claims after the 24 hour time window has elapsed will be rejected.

---

**The details above forms the basis of the agreement between The Hot Tub Mover Limited and yourself. By accepting our quote ( definition of accepting = supplying us with a collection and delivery address and agreeing a date with us for the move), you agree to the terms detailed above and they are binding.**

---