

FREQUENTLY ASKED QUESTIONS

Kent Hot Tub Hire



How is the hot tub filled?

You will need to fill the tub with a hose at your house/location. We do not stay for the filling up part as it can take 1 – 3 hours depending on your water pressure.



What is the temperature of the hot tub?

The hot tubs heat up to 40 degrees - they can be made cooler if desired.



How long does it take for the inflatable hot tub to be setup?

You will need to fill the tub with a hose at your house/location. We do not stay for the filling up part as it can take 1 – 3 hours depending on your water pressure.



Are your hot tubs safe for children?

Yes as long as they are supervised by an adult at all times. We recommend children that cannot swim or touch the floor should wear arm bands or use a swimming float.



What will you need to setup the hot tub?

We will need a level surface of just over 2x2 meters, a power socket within 10 metres and an accessible tap within 15 metres.



When will you deliver/collect the hot tub?

Delivery and collection will be roughly the same times, so for example, if you have a Monday to Thursday booking and your delivery time is 10am on the Monday, collection time on Thursday will also be 10am.



How long does it take for the hot tub to heat up for the first time?

When we install and setup the hot tub it will take approximately 12-24 hours to heat up to the required temperature.



How long does the hot tub stay hot for?

On average your hot tub will stay comfortably warm for around 4 hours when being used and heated up to 40 degrees, dependent on outside temperature. This is with moderate bubble usage if the bubble system is constantly ran, your water heat loss rate will increase! The heater will run continuously but the water will lose its heat faster than it heats up.



How do you empty the hot tub?

We use pumps to pump the water out to an area or drain within 10 metres of the tub. You do not need to be in when the tub is collected, but we will need access to power to use our pumps – you can hang one of your extension leads out your window if needed. There will still be a small amount of water that will need to be tipped out.

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How much do they cost to fill up with water and run with electricity?

We've calculated on average it will cost just over £3 of water on the metre, and £2 on your electricity bill for every 24 hours of running time.



Is there a damage deposit?

We do not take a damage deposit on delivery, however by agreeing to our terms and conditions and booking with you, if the hot tub or equipment are damaged in any way you will be liable for the costs of repairs up to £250.



Is there anything I need to do to maintain the hot tub?

You will need to test and treat the water with chemicals to maintain it's quality if you are booking over a few days. We will provide full instructions and demonstrate what you need to do to ensure you get the most fun out of your hot tub!



What chemicals are used in the hot tub?

Chlorine is used to keep the water clean and healthy. If you hire for a longer than a night, additional pH adjusters may need to added. Full training will be provided, with demonstrations on how to maintain your hot tub throughout the time it is with you.



What access do I need for the Hot Tub?

We are able to deliver all of our Hot Tubs either via back gates, through garages or even through your house, just please bare in mind, they maybe wet so covering flooring would be advisable.