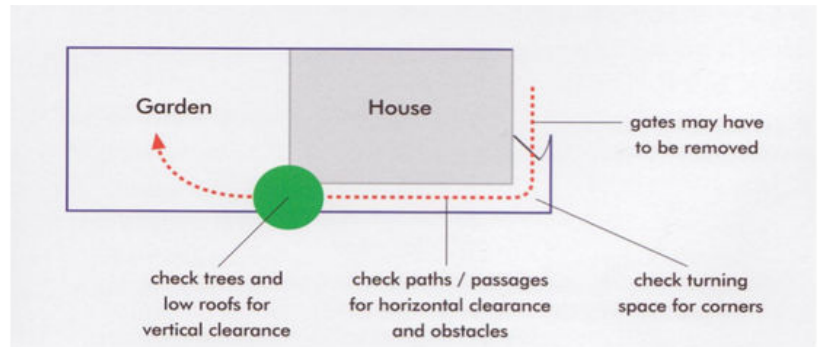


Hot Tub Access Requirements

Measure the Space

- Check the size of the hot tub in the brochure or website.
- Add a little extra (30mm) for the packaging.
- Make sure there's enough room (at least 1m gap for 2m x 2m models) for the hot tub to get through.



Check the Path

- Look at doors and gates etc on the way to your hot tub area.
- Make sure they're wide and tall enough for the hot tub to go through.
- You might need to take off gates, fences, before the hot tub comes.
- We will move the hot tub on its side on a teflon sledge.



Look Out for Obstacles

- Watch out for things sticking out like pipes or window sills and down pipes.
- Check for low roofs or branches that could block the hot tub.





Make Sure the Ground is Ready

- The ground should be flat, level, and not soft.
- Tell us if there are slopes, walls, steps, or level changes.



Special Help (Optional)

- If the hot tub is struggling to get into place , we can use a crane (extra cost).
- Sometimes we may be able to see if a neighbour can help by removing a fence panel and gain access via their garden.



Important Notes

- If a delivery fails due to access requirements, a charge for redelivery will be £400 depending on mileage.
- We don't take away silver bags or pallets; it's £20 per item if you want us to recycle them for you.
- Email a video of the access to our office if you're not sure, we are more than happy to help with this.

