Service Terms and Conditions for Hot Tub Repairs and Maintenance

The Cotswold Leisure Group Limited, trading as both Cotswold Eco Tubs and Wood Fired Hot Tub Parts UK, provides repair and maintenance services for hot tubs under the following terms and conditions:

1. No Warranty on Repairs or Work:
All repairs, maintenance, or other services performed by The Cotswold Leisure Group Limited are provided on an "as-is" basis. We do not offer or imply any form of warranty, guarantee, or assurance on the work carried out.

2. Third-Party Manufacturer Warranties:
If the work we undertake voids any existing warranty provided by the manufacturer of your hot tub, The Cotswold Leisure Group Limited accepts no responsibility or liability. It is the responsibility of the hot tub owner to review and understand the terms of their manufacturer warranty before authorizing any work.

3. Electrical Work Exclusion:
Any repairs, maintenance, or modifications that involve electrical work must be carried out by a qualified electrician. The Cotswold Leisure Group Limited does not undertake electrical work as part of our services and assumes no liability for such tasks or their outcomes.

4. Access to Hot Tubs:
It is the customer’s responsibility to ensure the hot tub is fully accessible for repairs or maintenance. This includes, but is not limited to, hot tubs sunk into decking, located in confined spaces, or otherwise obstructed. Any access issues not disclosed in advance will still be chargeable, including additional time or costs incurred to gain access and full costs should the work have to be postponed and/or cancelled.

5. Water Levels and Draining:
The customer must ensure the hot tub is appropriately drained or filled as required for the scheduled work unless otherwise agreed in advance. Additional charges may apply for time spent draining or filling the hot tub.

6. Environmental Conditions:
We reserve the right to postpone or cancel work if environmental conditions (e.g., unsuitable weather, unsafe access) pose a risk to our team or the equipment.

7. Customer-Supplied Parts:
The use of customer-supplied parts is at the customer's own risk. We are not liable for defects, compatibility issues, or failures of customer-supplied parts.

8. Photographic Evidence:
We may take photographic evidence of the work before, during, and after completion for documentation and quality assurance purposes.

9. Health and Safety Compliance:
Customers must notify us of any known hazards prior to our arrival. Any health & safety issues not disclosed in advance will still result in the visit being chargeable, including additional time or costs incurred to gain safe access and full costs should the work have to be postponed and/or cancelled.

10. On-Site Charges:
Once our team arrives on-site, the hourly charge for our services begins immediately. This includes time spent waiting for hot tubs to drain of water, preparing the work area, or addressing any unforeseen circumstances that delay the commencement of repairs or maintenance. We will charge for the entirety of the first hour should our technician complete the work within this time frame. Beyond the first hour, we reserve the right to charge up to the next whole hour.

11. Charges:
- Standard Call-Out Fee: £60.00
- Bank Holiday (including Christmas) & Weekend Additional Call-Out Fee: £30.00 (in addition to the standard fee; time plus 50%)
- Labour Charge Per Hour: £85.00 (commences once on-site)
- Mileage: £1.20 per mile one-way from GL7 3PH (first 15 miles free of charge)
- Parts: Chargeable at the current rate. Please contact us for an indication of costs. T.B.C

Prices are subject to change. We reserve the right to amend these charges at any time but will endeavour to provide 48 hours' notice wherever possible.

12. Cancellation and Rescheduling Policy:
Cancellations or rescheduling of appointments by the customer within 24 hours of the scheduled time will incur the full call-out cost of £60.00 plus additional costs in certain circumstances (including, but not limited to, if we have incurred hotel costs etc.)

13. Payment Terms:
Payment is required in full upon receipt of the invoice for services rendered. Any payments not received within the stated period will incur a late payment surcharge of 8% per annum above the Bank of England base rate, calculated daily, in accordance with UK Late Payment of Commercial Debts legislation.

14. Customer Responsibility:
It is the responsibility of the customer to ensure that their hot tub and any surrounding equipment meet all necessary safety standards. We accept no liability for issues arising from pre-existing conditions or faults unrelated to our work.

15. Instructed Work
Any damage, issues, or complications arising as a direct result of actions requested or instructed by the customer are not the responsibility of The Cotswold Leisure Group Limited. This includes, but is not limited to, modifications, repairs, or installations carried out according to the customer's explicit directions, even if such instructions contradict our professional recommendations. The customer assumes full liability for any resulting damage or operational issues, and additional charges may apply for corrective work required to address these problems.

16. Disputes and Governing Law:
Any disputes arising from our services will be resolved in accordance with UK law. In the event of a disagreement, we encourage customers to contact us directly to resolve the matter amicably.

17. Limitation of Liability:
While we aim to provide high-quality service, The Cotswold Leisure Group Limited is not responsible for any indirect, consequential, or incidental damages, including but not limited to loss of use, loss of data, or loss of income, resulting from the services provided.

By engaging our services, you agree to these terms and conditions. If you have any questions or concerns, please contact us for clarification before proceeding with any work.

If you have any concerns or questions, please contact us on the following:

Hello@cotswoldleisuregroup.co.uk
0333 242 3363