



## HOT TUB GUIDANCE AND INFORMATION

### — Welcome —

We hope you enjoy relaxing in your private hot tub during your stay. Please take a moment to read these important guidelines to help keep the hot tub safe, clean and enjoyable for everyone.



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**Opening Hours:**  
9:30am–5pm,  
Monday–Saturday

### **On Arrival**

To maintain the highest standards of water hygiene, every hot tub is:

- ✓ Fully drained between guests
- ✓ Thoroughly cleaned and sanitised
- ✓ Refilled with fresh water before your arrival
- ✓ Tested and maintained daily throughout your stay

As a result, the hot tub may not always have reached its full operating temperature on the day of arrival and, on occasion, may continue heating until later in the evening.

This information is included within our pre-arrival communications, and we appreciate your understanding as this process helps ensure the safest and cleanest bathing experience for all guests.

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## **During your stay**

In rare circumstances, it may be necessary to partially or fully drain and refill the hot tub during your stay. Should this be required, the hot tub may be unavailable for a short period whilst the fresh water returns to operating temperature.

What you can do to help:

- ✓ Shower before use- Please shower before entering the hot tub. Fake tan, body lotions, oils and sun creams can affect the water chemistry and pH balance, causing the water to become cloudy during your stay. A quick shower beforehand will help keep the water clean, clear and enjoyable for everyone.
- ✓ Avoid overcrowding- Please don't exceed the number of bathers for your hot tub. Too many people using the tub at the same time can cause water displacement, resulting in water loss and affecting the filtration and heating systems.
- ✓ Replacing the Hot Tub Cover- Please replace the cover after every use to help retain the water temperature and keep the water clean. When using the lid lifter, follow the instructions in this guide to avoid damaging the cover or lifting mechanism.

***Hot tub covers and equipment are inspected between guests and during daily maintenance visits. We kindly ask guests to treat the hot tub and its accessories with care. Any damage to the hot tub, cover or associated equipment caused during your stay may result in repair or replacement costs being charged.***

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## **Hot Tub Curfew**

**Please vacate the hot tub by 10:00pm.**

South Winchester Lodges is a peaceful, family-friendly retreat, and many of our guests choose to stay with us to relax and enjoy the tranquillity of the countryside.

To help maintain this atmosphere for everyone, the hot tub must not be used after 10:00pm. Although the lodges are well spaced, noise from conversations, music and the hot tub jets can travel, particularly during the evening.

Our site is patrolled throughout the evening, and we ask all guests to be respectful of their neighbours and keep noise to a minimum at all times. If excessive noise or use of the hot tub after 10:00pm is observed, our team may ask guests to leave the hot tub area.

Thank you for helping us ensure a peaceful and enjoyable stay for all our guests.

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## Opening the Cover



1. Carefully fold the cover in half over the cover lifter bar.
2. Use the cover lifter bar to move the cover into the open position behind the hot tub.
3. Never lift the cover using the skirt, locking straps or centre insulation tabs.

## Closing the Cover

1. Carefully lower the cover lifter bar and lid to the halfway point on the tub
2. Unfold the second half of the cover and return to its original position leaving the cover lifter bar across the middle of the tub.
3. Ensure the cover is correctly aligned.

Please replace the cover immediately after use to maintain the water temperature.

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## Hot Tub Control Panel



## Operating Instructions

- Press the **Jets** button once to start the water circulation and twice to start the jets.
- Press the **Lights** button to operate the underwater lighting.
- The water temperature is pre-set for your safety.
- Avoid pressing multiple buttons simultaneously.
- When you have finished using the hot tub, press the **Jets** button once. The jets will reduce but may continue running as part of an automatic filtration cycle before switching off.

## Important

- Do not close all jet control dials (black dials located around the tub). This can cause the tub to stop working due to lack of water flow.
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## Hot Tub Safety & Guidance

To help us maintain the highest water quality standards, please follow these simple guidelines:

- Shower before using the hot tub.
  - Avoid wearing fake tan, body lotions, oils, makeup or sun cream in the water, as these can affect water quality.
  - Do not use the hot tub if you have experienced diarrhoea or sickness within the last 14 days.
  - Please avoid swallowing the water.
  - We recommend limiting sessions to around 15 minutes at a time.
  - Do not exceed the maximum number of bathers permitted.
  - Children under 4 years old must not use the hot tub.
  - Children must be supervised by a responsible adult at all times.
  - Anyone unable to keep their face out of the water should not use the hot tub.
  - If you are pregnant, have a heart condition, circulation problems, a skin condition, epilepsy, a weakened immune system, or are taking medication that may be affected by heat, please seek medical advice before using the hot tub.
  - If you feel unwell, dizzy or uncomfortable at any time, leave the hot tub immediately.
  - Enter and exit the hot tub carefully, as surrounding surfaces may become slippery.
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### **Need Assistance?**

If you have any concerns regarding your hot tub, please contact a member of our team and we will be happy to help.

Thank you for helping us maintain the highest standards for all guests. We hope you enjoy your stay at South Winchester Lodges.

