

Pool-dek and Pool-span Buy & Hire Q&A

What is the lead time?

The lead time for the purchase of Pool-dek or Pool-span is 10 weeks from receipt of your order. However, if you have a last-minute requirement, please contact us and we will do our very best to accommodate your request.

For hire, booking in advance is ideal to secure your preferred dates. Book as soon as possible after you have received your quotation and initial site survey. However, if you have a last-minute requirement, please contact us and we will do our very best to accommodate your request.

Do I need to drain the pool?

There is no need to drain the pool before your event, however the water level may need to be lowered between 100mm and 300mm depending on the type of pool being covered. This will be advised at survey stage.

What preparations and access do I need to make before the equipment is delivered?

The Stage Systems team will require access to the space, ideally this would be on the same level as the pool as we deliver the system on wheeled trolleys. We can accommodate stairs and lifts of at least 810mm wide.

As stated above it may be necessary to reduce the pool level and to switch off the pool heating prior to and during the Pool-dek hire.

Pool-dek will be delivered by HGV and road and driveway access will be required as close to the pool as possible.

Can you supply a sample of the deck finish?

Yes, please request this at initial enquiry or consultation.

What is the hire period?

This will be detailed on the quotation and is normally a minimum of 1 full day to 7 days. However, we are flexible and if necessary, the hire period can be extended subject to prior written agreement.

Can you remove the Pool-dek after my event?

Yes, we can include this in your quotation or provide a separate quote.

Is there a risk of damage to the pool?

Pool-dek poses minimal risk to the swimming pool, it has been designed to integrate structurally into a pool using adjustable legs and either a flush or an oversail system.

There is no drilling or tooling required.

Pool-dek is designed and tested to support 7.5kN/m² (approx. 0.75 metric ton). However, we cannot make assurances regarding the pool structure and further advice should be taken by yourselves on this matter.

Do you have Public Liability Insurance?

Yes, Pool-dek is supplied and installed by Stage Systems part of Hoseforma Staging Limited. As a group we hold Public and Products Liability with a limit of £10 million and Employers Liability to £20 million. Copies of these are available upon request. Full details are provided within our Terms and Conditions supplied with every quotation.

For hire orders, Stage Systems will charge a Damage Waiver Fee, included in the hire price. The customer will remain responsible for and will indemnify the company against any loss or damage resulting from their negligence or legal liability. Full details are provided within our Terms and Conditions supplied with every quotation.

What is the payment/cancellation policy?

For all purchases, a 50% pre-payment is required on receipt of order and the remainder of the balance is due no later than 2 weeks before installation.

For hires, we require a non-refundable deposit of 10% of the total price and charges with confirmation of your order. The remaining 90% is due 14 days prior to the delivery date. If you need to cancel your arrangements, please contact us as soon as possible and we will endeavour to accommodate any alternative dates you may wish to book.

What if I need help with Pool-dek before, during or after use?

We offer an out of hours service, you will be supplied with your Project Manager's contact details. Alternatively, in working hours you can contact our Team at the office.