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www.aquacare-pools.com

Pool Service Agreement

Prepared By:

Date:

Name:

Phone:

Address:

City:

Zip:

Email:

Welcome and thank you for choosing AquaCare, LLC as your pool care company! We have over 20 years of experience to set the standard for quality and service in the swimming pool industry. This service agreement outlines our commitment to provide the most professional care for your pool or spa. If you will take a few moments to read it carefully, it will help to avoid any future misunderstandings.

1. Service Options and Pricing (select one):

Basic Service

Contract Rate **\$900.00 (plus applicable taxes)**

Includes Spring opening. Winter closing. Remove cover. Place pool in circulation in **as is** condition. Add initial shock. Noting any damage or repairs to system

Basic with Aqua Promise

Contract Rate **\$1350.00 (plus applicable taxes)**

Basic Service with 3 additional follow-up visits to ensure you are left with a perfectly balanced ready to swim swimming pool.

Weekly Service

Contract Rate **\$3800.00 (plus applicable taxes) ****

Under our "weekly service" plan for a 20-week service, the chemicals are included in the weekly service rate, minus cost of pool salt. At end of contract, visits are billed at hourly rates at the end of the 20 weeks.

Services Included: On each service, our maintenance tech will do the following:

• Vacuum or PowerVac the pool	• Empty the traps and skimmers
• Brush the walls and steps	• Empty the pool sweep bag
• Clean the pool sweep lint screen	• Test and adjust the water chemistry
• Backwash and recharge filter as needed	• Note any problems with the equipment

** Weekly Service has the option to have payment taken in two draws. First draw is due at time of scheduling open and second draw is due July 1st. Pay in full is still an option please initial if you wish to pay in full. _____

2. Service Schedule: Your pool will be done by the same technician each week, unless your regular technician is unavailable. We will notify you if the pool will be done on a different day for any reason.

3. Pets: It is the customer's responsibility to contain and restrain all pets. We will do our best to keep the gate closed at all times, but we cannot be responsible if a pet gets out while we are doing our job. In addition, the customer accepts responsibility for any injuries inflicted by pets on our technicians.

4. Access: The customer must provide ready access to the maintenance tech on the day of service, either by providing a key or ensuring the pool and equipment area are unlocked on the day of service. If the tech is locked out, there will be a \$15.00 trip charge to return and clean the pool. No refunds will be given for lockouts.

5. Holidays: We observe three holidays per year: Thanksgiving, Christmas, and New Year's Day. If your normal visit falls on one of these days, the pool will not be cleaned, but on an alternate day, we will provide a chemical and equipment check. The charges will remain the same.

6. Water Level: It is the customer's responsibility to maintain the water level. We cannot be responsible for any equipment damages or other issues that arise as the result of low water level in the pool.

7. Inclement Weather: In the event of rain or freezing weather, we will perform a chemical and equipment check only on the pool, leaving out those items that require the use of a pole. No refunds will be given for such visits.
8. Salt Chlorinators: We understand and appreciate the benefits of saltwater chlorination, however, salt is still a corrosive mineral and AquaCare, LLC cannot and does not accept any responsibility for any damage, staining, corrosion or deterioration of any of the pool equipment or surfaces, that may result from the use of salt in the pool.
9. Service Problems: If you are not completely satisfied with our service, please contact us **immediately**. We do not offer refunds or credits for problems that are brought to our attention at a later date, but we will make every effort to come out and correct any problems immediately when you bring such issues to our attention.
10. Heavy Leaf Fall: During certain times of the year, due to leaf fall, it may be advisable for the homeowner to empty the skimmers and traps in between our visits. This will help to ensure that the equipment is not damaged due to lack of water flow.
11. Extra Cleaning: In the event the pool requires extra cleaning due to vandalism, poor drainage or other human factors, there will be an additional charge of \$100.00 per hour plus chemicals for this additional work.
12. Freezing Weather: In the event of freezing weather, water circulation must be maintained continuously through the equipment to prevent freeze damage. It is also critically important during freezing weather to do whatever it takes to maintain the proper water level.
13. Payment: A valid, current credit card number is required for payment of all monthly charges. Visa, Amex, MasterCard and Discover are accepted. AquaCare, LLC will bill your service to your card and send an itemized receipt at the end of every month after the work has been completed. In the event your credit card is declined, your service may be interrupted.
14. Special Events: If you are having a special event at your pool, please let us know so we can schedule our service accordingly. We can schedule extra cleaning visits as needed at an additional charge.
15. Equipment Repairs - We have a full staff of trained repair professionals who are available to diagnose and repair your pool equipment problems. We charge a basic service fee of \$115.00 per hour to diagnose the problem and provide an estimate, but this fee is applied to the cost of the repair if you decide to have us do the work.

Additional Services Offered by AquaCare

Complete Pool Remodeling - when it comes time to upgrade the tile, plaster or coping on your pool, we are happy to provide our expert assistance and our AquaCare, LLC quality service in this area. Please call for an estimate.

New Plaster Care - after your pool is plastered, we provide the new plaster care and water balancing that is necessary to maintain your warranty. The price for this is \$800 for a typical pool. Your price may vary.

Water Delivery Service- \$250.00 – Per 5000 gallons of water.

Auto Cover Maintenance- \$795.00

Winter Maintenance- \$425.00 – 3 visits throughout the winter to clean off and adjust winter cover.

Balance Pool Chemistry, and check filter equipment for any damage. **(Highly Recommend)**

The customer agrees to the terms and conditions contained in this Pool Service Agreement and authorizes AquaCare, LLC Pools to bill all service charges to their credit card. In the event the card is no longer usable; the customer agrees to provide a replacement card number at their earliest convenience.

Cardholder Name _____

Card Number _____ Expires _____

Card Billing Address _____

It is understood that this is an ongoing agreement to clean your pool and/or spa on a weekly basis. If at any time, you wish to cancel service, written and/or email notification to AquaCare, LLC is required to the address at the bottom of this form. Restarting the service may incur a one-time cleaning fee to bring the pool back up to AquaCare, LLC standards.

Customer Signature _____ Signed Date: _____

Requested Opening Date: _____ Contact Number: _____