



Pool Service Agreement

Prepared by:

Date:

Name:	Email:	Phone:
Address:	City:	Zip:

Welcome and thank you for choosing Aqua Perfection as your pool care company. We are committed to providing the highest quality pool and spa care service possible for our customers. Our service agreement outlines our commitment to providing the most professional care for your pool or spa. Please take a moment to read it carefully, it will help to avoid any future misunderstandings.

1. Service Pricing (Select one):

Full Service Monthly Rate \$ _____

Our "Full Service" plan includes the following services that will be completed weekly:

- Vacuum the pool (<i>as needed</i>)	- Empty pool sweep bag (<i>as needed</i>)
- Brush the walls and steps (<i>as needed</i>)	- Test and adjust the water chemistry
- Fill chlorination and/or acid reservoir (<i>as needed</i>)	- Brush tile line (<i>as needed</i>)
- Empty skimmer and pump baskets (<i>as needed</i>)	- Note any problems with equipment

Chemical Plus Monthly Rate \$ _____

Our "Chemical Plus" plan includes the following services that will be completed weekly:

- Test and adjust the water chemistry	- Empty skimmer, pump and sweep baskets (<i>as needed</i>)
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Chemical Only Monthly Rate \$ _____

Our "Chemical Only" plan includes the following services that will be completed weekly:

- Test and adjust the water chemistry

- Service Schedule:** Your pool will be serviced by the same technician on the same day 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.
- Equipment Problems:** If your service technician notices a problem with the pool, you will receive an immediate notification via email from Aqua Perfection staff indicating what the issue is and what is needed to fix it. The maintenance issue(s) over \$50 in value will be resolved once staff receives your repair authorization.
- Repairs:** Repairs are not included in the monthly service fee. Repairs under \$50 will be performed immediately and charged separately to the Customer using the credit card on file. Repairs that are greater than \$50 shall require Customer authorization in advance of the repair.
- 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 the pet gets out while we are doing our job. In addition, the customer accepts responsibility for any damage to equipment or injuries inflicted by pets on our technicians.
- 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 \$25.00 trip charge to return and clean the pool, but that must occur within 1 hours of when the initial service was attempted. No refunds will be given for lockouts.
- Holidays/Trainings:** Aqua Perfection will be closed, and service will not be provided as follows: 1) One week for training during late summer or early fall (Customer will be notified of the week in advance), 2) the last week of December (Monday-Friday of Christmas) and one additional week TBD during the calendar year. These dates are already accounted for in calculating the monthly service fee. Therefore, no credit is due.
- Inclément Weather:** We believe your pool should be serviced as long as it's safe for our technicians. That's why we have a rain or shine policy. We will provide as much of the scheduled service as the weather and conditions will permit to include balancing the water chemistry.

- ❑ **Heavy Leaf Fall:** During certain times of the year, due to leaf fall, it might be advisable for the homeowner to empty the skimmer and pump baskets in between our visits. This will help to ensure the equipment is not damaged due to a back of water flow.
- ❑ **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.
- ❑ **Extra Cleaning:** In the event the pool requires extra cleanings due to vandalism, poor drainage or other human factors, there will be an additional charge of \$125.00 per hour plus chemicals for this additional work.
- 12. **Payment:** We accept several forms of payment to include credit cards, ACH, checks and Zelle. The customer is responsible for updating their account in the Billing Portal and the payment method on file will be charged the monthly service fee on the 1st of each month. **Payments are due by the 1st of each month**, but they are considered "late" if not paid in full by the 15th of each month. ***5% late fee will be applied on the outstanding balance. A \$10 late payment processing fee will also apply. Accounts that are delinquent by 60 days are closed and sent to collections.***
- ❑ **Special Events:** If you are having a special 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.
- ❑ **Water Level:** The customer is ALWAYS responsible for the water level of their pool. The recommended water level is **CENTER of SKIMMER**. Aqua Perfection is not responsible for any damage to pool equipment or to the pool as a result of low water levels.
- 15. **Filter Cleanings/Algae Treatments/Conditioners/Tile Cleaners/Salt:** Filter cleanings, algae and/or phosphate treatments, tile cleanings, pool salt, conditioners and other pool treatment products are NOT included in the monthly service fee. Filters will be cleaned every 6 months, unless an extra service is required. Filters MUST be properly maintained in order for Aqua Perfection to perform proper maintenance service. When a filter service is due, Aqua Perfection will notify you the service is needed and will perform the cleaning as soon as possible following the notification. The filter cleaning charge will be reflected on the next bill and charged using the payment method on file, unless you indicate you do not want the service performed by our staff.
- ❑ **Annual Spring Tuneup:** In May of each year your service technician will perform a chemical tuneup on your pool. This service is designed to bring your pool chemistry back into balance for the swimming season. An annual charge of \$100 will be charged using the payment method on file automatically on May 1st each year for this service.
- 17. **Termination:** This Pool Service Agreement continues from month to month until terminated. The customer can terminate this agreement at anytime by providing Aqua Perfection with thirty (30) days advance written notice which can be email to service@aquaperfectionpools.com. Failure to provide Aqua Perfection with a 30-day written notice of cancellation may cause the customer to forfeit their monthly service fee.
- 18. **Disclaimer:** Aqua Perfection shall not be responsible for any damage to property due to acts of nature, fire, vandalism, misuse or abuse. The customer should be aware of normal deterioration that occurs over time due to exposure to chemicals, sunlight and, in some cases, other corrosive materials (i.e. salt). The customer is responsible for maintaining the correct water levels at all times. Aqua Perfection is not responsible for any damages or deterioration caused by failure of a customer to perform other services recommended by Aqua Perfection, or by failure of the customer to properly maintain the pool and equipment between visits.
- ❑ **Rentals:** Customers who choose to rent their pools out by the hour or as part of an Airbnb or VRBO type situation are subject to additional fees and charges.

The customer agrees to the terms and conditions contained in this Pool Service Agreement and authorizes Aqua Perfection to bill all service charges to the payment method on file. It is the customer's responsibility to ensure their payment method on file is current and accurate. Accounts that are 60-days delinquent are closed. 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 notice can be emailed to Aqua Perfection 30 days prior to the cancellation of this agreement.

Customer Signature _____ Date _____