



2018 OPENING CONTRACT

Office use only:

OFFICE 847-854-7767 FAX 847-854-5444 email:info@elitepoolsandspas.com www.elitepoolsandspas.com

PLEASE SEE THE BACK OF THE CONTRACT FOR A FULL DESCRIPTION OF ALL OPENING SERVICES.

1. Locate the box that matches your pool size and type. Please check the opening services that you would like performed.

Above ground pools 15' - 18'	
<input type="checkbox"/> Basic pool opening	\$150.00
Cover removal	Vacuum Pool
<input type="checkbox"/> Standard Cover \$60	<input type="checkbox"/> \$65
<input type="checkbox"/> Cover/ water bags \$100	

Above ground pools 21' - 30'	
<input type="checkbox"/> Basic pool opening	\$215.00
Cover removal	Vacuum Pool
<input type="checkbox"/> Standard Cover \$80	<input type="checkbox"/> \$80
<input type="checkbox"/> Cover/water bags \$125	
<input type="checkbox"/> Mesh Safety Cover \$110	

Above ground pools Oval/Oversize	
<input type="checkbox"/> Basic pool opening	\$250.00
Cover removal	Vacuum Pool
<input type="checkbox"/> Standard cover \$90	<input type="checkbox"/> \$85
<input type="checkbox"/> Cover/water bags \$140	
<input type="checkbox"/> Mesh safety cover \$115	

In ground Pools up to 16' X 32'	
<input type="checkbox"/> Basic pool opening	\$315.00
<input type="checkbox"/> Drain/Acid wash includes 6 gal. acid \$785	
Cover removal	Vacuum Pool
<input type="checkbox"/> Mesh cover \$105	<input type="checkbox"/> \$85
<input type="checkbox"/> Cover/ water bags \$170	
<input type="checkbox"/> Automatic Cover \$75	

In ground Pools over 16' X 32' under 20'X 40'	
<input type="checkbox"/> Basic pool opening	\$325.00
<input type="checkbox"/> Drain/Acid wash includes 6 gal. acid \$860	
Cover removal	Vacuum Pool
<input type="checkbox"/> Mesh cover \$125	<input type="checkbox"/> \$90
<input type="checkbox"/> Cover/ water bags \$180	
<input type="checkbox"/> Automatic Cover \$85	

In ground Pools over 20' X 40	
<input type="checkbox"/> Basic pool opening	\$335.00
<input type="checkbox"/> Drain/Acid Wash includes 6 gal. acid \$965	
Cover removal	Vacuum Pool
<input type="checkbox"/> Mesh Cover \$150	<input type="checkbox"/> \$108
<input type="checkbox"/> Cover/ water bags \$205	
<input type="checkbox"/> Automatic Cover \$95	

Automatic Covers: Owners should have the cover pumped off prior to the opening. EPS will retract the cover and do a light rinse and assess cover condition.

**** ANY POOL OVER 50,000 GALLONS, PLEASE CONTACT THE OFFICE FOR SPECIFIC PRICING****

2. Additional Services Below: Please Check all that apply

<input type="checkbox"/> Sand filter change \$1/lb labor + sand	<input type="checkbox"/> Portable Hot Tub Opening \$255	<input type="checkbox"/> Hot Tub Opening with pool \$195	<input type="checkbox"/> Hot Tub Acid Wash \$235
<input type="checkbox"/> Salt Cell Cleaning \$85	<input type="checkbox"/> Salt System Sense & Dispense calibration (mandatory if you have this system) \$70		<input type="checkbox"/> Cartridge Filter Cleaning \$85-\$120 per filter
<input type="checkbox"/> Portable Stairs \$40	<input type="checkbox"/> Heater Inspection & Cleaning \$75 (Basic)		

3. Weekly Maintenance Service : Vacuum pool & skim the water (not to exceed 30 min), clean the tile/water line, clean skimmers, empty skimmer & pump baskets, backwash sand and D.E. filters (cartridge filters can be cleaned at an additional charge), test pool water, add chemicals to balance & inspect all systems for problems. An in house comprehensive water chemistry panel is analyzed in our lab once every month to correspond with field testing. **Weekly chemicals are additional.**

#1 - Weekly Service	<input type="checkbox"/> In-ground pools \$90	<input type="checkbox"/> Above ground pools \$75	<input type="checkbox"/> Hot Tub with pool \$30
#2 - Twice Weekly Service	<input type="checkbox"/> In-ground pools \$175	<input type="checkbox"/> Above ground Pools \$150	<input type="checkbox"/> Hot Tub with pool 1X/Week \$30
#3 - Hot Tub Service	<input type="checkbox"/> Hot Tub only without pool - weekly \$55		

4. Return: Elite Pools 9114 Virginia Road #114 , Lake in the Hills, IL 60156 or fax: 847-854-5444 or Email: info@elitepoolsandspas.com A \$235.00 NONREFUNDABLE DEPOSIT IS REQUIRED . CONTRACTS RECEIVED WITHOUT A DEPOSIT WILL NOT BE SCHEDULED.

Name _____ Street _____

City _____ Zip _____ Best contact number _____ Email (see back) _____

I have read , understand , and agree with the terms and conditions as they are stated on the reverse side . _____ (initials)

**** NOTE:** Season vacuum service plans require a credit card to be on file & will be billed monthly by credit card in lieu of a deposit.(see below) Choose your plan above.

Opening date choices (no Sat/Sun , no dates 5/24-5/28/18) #1 _____ #2 _____ #3 _____

FOR YOUR CONVENIENCE YOU MAY CHARGE YOUR DEPOSIT , OPENING , & VACUUM SERVICE TO A CREDIT CARD , PLEASE COMPLETE BELOW :

Credit Card # _____ V Code(3 digit # on back of card) _____ Exp. _____

Please check all that apply : Charge deposit Charge deposit & opening Vacuum Service Credit Card Auto Pay Check enclosed

Customer Signature _____ Date _____

TERMS AND CONDITIONS

E-MAIL POLICY: We will not sell your information. EPS sends no more than one email a week & only to inform you of sales, events, and to deliver coupons.

DESCRIPTION Basic pool opening Includes: Winter plug removal, skimmers cleaned, baskets & jets installed. Ladders, lights, handrails, & fill lines Installed. Equipment Systems are connected to the pool and prepared for start- up on above ground pools. On in ground pools, equipment systems are started when possible (main drain only). Pool heaters are prepared for start- up & the pilot light is lit when applicable, heaters that do not start will require a separate service call, standard labor rates apply. Test pool water & add basic start up chemicals, **CHEMICALS ARE ADDITIONAL.** Chemicals are added on a per pool basis and are added according to the size of the pool and the condition of the water upon testing. EPS reserves the right to **NOT** add chemicals purchased by the customer from another provider. For In ground drain & acid washed pools EPS will return to start the system. Trip charge applies. Elite does **NOT** install diving boards or slides. **Portable Hot Tub openings include:** Cleaning the tub surface, installing cartridge filter supplied by the owner, filling the tub, testing the fill water and balancing, adding start up chemicals (chemicals are additional). A trip charge applies to all openings.

Homeowners are required to fill the pool: All pool owners are responsible for filling the pool to the middle of the skimmer. In ground drain & acid washed pools require a return trip to complete the opening, please notify EPS when full (trip charge applies). All other in-ground pools will be started on the main drain if possible. Above Ground pool owners should fill the pool, the system will be ready for you to turn on once full.

Cover removal and Vacuuming includes: Pumping the water from the cover, rinse, and fold, time not to exceed 30 minutes. Automatic covers include retracting the cover and performing a light rinse. Complete cleaning and conditioning is NOT part of the cover removal, the homeowner should have the water pumped off the cover prior to the opening. Winter covers that have been screwed into a deck will incur an additional charge for removal and we cannot be responsible for damage to the cover. Pool Vacuum includes 30 minutes and is NOT INTENDED to clear the pool. Additional vacuum time and/or cover time is pro-rated at \$35.00 per 15 minutes. **** NOTE*** Pools must be clear to vacuum.

Elite is not responsible for the condition of the pool water upon opening. Pools without covers or pools that were closed in an unclean state, or pools that have not been maintained may have excessive debris & poor water quality. Opening the pool **DOES NOT** include clearing up the pool or removing excessive debris, these services can be provided at an additional cost and will require a separate service call. No credit is given on the opening if we cannot vacuum due to poor water quality or excessive debris. Clean up services can be provided at additional rates. We reserve the right to decline vacuuming when visibility is limited.

Prices are subject to change at any time, a temporary gasoline surcharge may be added as needed. Credit Cards that are declined may be assessed a transaction fee .

Repairs and replacement parts are not part of our opening services. We will be happy to schedule a separate service call so we can devote the proper time and attention to your pool, prices will be quoted for any repair services. Please remember that we are not responsible for winter damage to the pool or equipment.

All opening services require a deposit with the balance paid in full at the opening. A 72 hour advance notice of cancellation is required, failure to notify us of a cancellation will result in forfeiture of the deposit. Homeowners who will not be present at the time of opening must have the opening balance applied to a credit card on file or the balance paid in full prior to the opening date. If a credit card is not on file and the homeowner is not present the pool will not be opened and the deposit will be forfeited.

WEEKLY SERVICE: Vacuum service will be performed on a weekly basis scheduled on a set day every week as scheduled by service team. Chemicals are additional and specific to the pool. We reserve the right to reschedule and/or modify a day in the event of inclement weather or unforeseen circumstances. Because we want to provide you with the best possible pool care we can only be responsible for the chemicals that we sell and service so we reserve the right to **NOT** add chemicals purchased by the customer from another provider. We reserve the right to schedule repairs and equipment installations on days outside of the regular service day.

We would like to request a 72 hour advance notice to move, add, or change a day of service. A complete cancellation of a given service day will be honored with the notice and a \$25.00 fee. Unfortunately, a failure to notify will result in a full service day charge. Additional service days can be provided for special occasions with 1week notice. Please, notify us of parties or occasions, even if you are not requesting additional service, so we can prepare the pool. Please contact us immediately in the event of an emergency.

Weekly service requires a minimum 3 month commitment. Cancellation to season contracts will be accepted on a monthly basis only and after the three months has been fulfilled. We require a 2 week notice to cancel a season contract after 3 months. Contracts cancelled prior to the three months will incur a termination fee equal to the balance of the 3 month commitment. Contracts cancelled after the three months will require the fulfillment of the current month after the 2 week notice or a \$150.00 early termination fee. Failure to notify will result in charges at the full month rate.

Service customers are required to participate in the monthly credit card auto pay plan in lieu of a deposit. A monthly statement is prepared at months end and will be charged to the credit card on file between the 1st and 3rd of the month . In the event of a credit, we will issue these to the next service month invoice. Any credit card declined will be subject to immediate suspension of service and a transaction fee. Invoices over 10 days late are subject to suspension of service.

ALL SERVICES: Elite cannot be responsible for the safety of the pool or the safety of any of the pools occupants. Checks returned to Elite for any reason are subject to a \$27.00 charge. All balances owed that become uncollectible will be the responsibility of the debtor to admonish. All outstanding balances are subject to a 1.5% monthly interest charge on the delinquent balance. Should a debt become uncollectible the debtor is responsible for all costs incurred including, but not limited to attorney's fees. Elite reserves the right to report unpaid and/or late balances to collection agencies and credit reporting bureau's. By entering into this agreement you agree to handle disputes by way of arbitration and/or mediation as a substitute for all other "legal" formats of resolution. Both parties agree to pay 50% of the costs incurred to arbitrate a dispute.

ELITE POOLS

9114 VIRGINIA ROAD , #114

LAKE IN THE HILLS, IL 60156

www.elitepoolsandspas.com / 847-854-7767

TIME DATED MATERIAL. SEASON OPENING CONTRACT AND PRICING INCLUDED.