



Office Use Only:

2020 Elite Pools and Spas Opening Contract

9114 Virginia Rd. #114 LITH, IL 60156 847-854-7767 OFFICE 847-854-5444 FAX www.elitepoolsandspas.com

Opening services include:

- Water pumped from cover, cover removal, rinse, & fold (automatic covers are lightly rinsed, retracted and cover condition assessed).
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.
Test pool water & add basic start up chemicals.
Vacuuming of the pool (when water is clear).

ADDITIONAL INFORMATION:

- 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. Chemicals are additional.
Only EPS opening chemicals will be added.
Cover removal and Pool Vacuum is based on 30 minutes (over the limit charge is \$38.00/15 minutes.
Pools must be clear to vacuum.
All pool owners are responsible for filling the pool to the middle of the skimmer. Above ground pool owners should fill the pool after the opening, the system is readied for you to turn on after filling.
In ground drain & acid washed pools require a return trip to complete the opening, please notify EPS when the pool is full (trip charge applies).
A trip charge will be applied to all opening services.

ALL OPENINGS REQUIRE A \$250.00 DEPOSIT TO SCHEDULE

1. Determine type of pool cover on the left of the chart and follow boxes on the right for your pool size and specific service. Circle your choice.

Table with 10 columns: Pool Cover Type, Above Gr. Up to 28', Above Gr. 30'/Oval/all oversize, Ongoing/Hybrid w/main drains, In ground up to 16 X 32, In ground up to 20 X 40, Inground up to 20 X 50, In ground Drain/Acid wash up to 16X32, In ground Drain/Acid wash up to 20X40, In ground Drain/Acid up to 24 X 50. Rows include Standard Above Ground Pool Cover, Above or Inground Solid Pool Cover with water bags, Above or Inground Pool with Mesh safety Cover, Pool with Automatic Cover.

2. Additional Services Below, Please check all that apply:

Table of additional services with checkboxes: Sand Filter Change \$1/lb labor + sand, Portable Hot Tub Opening \$280.00 with 45 min. fill time, Hot Tub Opening with Pool \$198.00 with 45 min. fill time, Hot Tub Acid Wash \$275.00, Salt Cell Cleaning \$85.00, Salt System Sense & Dispense Calibration \$70, Above Ground Portable stair installation \$40.00, Heater Inspection & Cleaning (Basic) \$75.00, Additional Water features (quoted upon site), I am requesting NO POOL VACCUM - \$40.00 discount, Cartridge or D.E. filter cleaning \$90-\$125.00 per filter, I am requesting NO COVER REMOVAL - \$50.00 discount.

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. Please Note weekly chemicals are additional.

Table with service options: #1 - Weekly Service >, #2 - Twice Weekly Service >, #3 - Hot Tub Service >. Includes pricing for in-ground pools, above ground pools, and hot tubs.

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 \$250.00 NONREFUNDABLE DEPOSIT IS REQUIRED. CONTRACTS RECEIVED WITHOUT A DEPOSIT WILL NOT BE SCHEDULED.

Name _____ Street _____
City _____ Zip _____ Best contact number _____ Email _____

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 ONLY.(see below) Choose your plan above.

Opening date choices (no Sat/Sun , no dates 5/22-5/25/20) #1 _____ #2 _____ #3 _____

FOR YOUR CONVENIANCE 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 _____

*****PLEASE READ THIS AGREEMENT CAREFULLY. KEEP THIS COPY FOR YOUR FUTURE REFERENCE*****

Email policy: We do NOT sell your information. We utilize your email as a means of communication and to provide you with special savings promotions, coupons, and offers available only to our current clients.

Our goal is to provide you with the best possible care for your pool and/or hot tub we can only be responsible for the chemicals that we sell and service so we will only add chemicals provided by Elite Pools and Spas. Unfortunately, we cannot be responsible for chemicals purchased by the customer from another provider.

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 \$38.00 per 15 minutes. ** NOTE* Pools must be clear to vacuum.**

Homeowners are required to fill the pool: All pool owners are responsible for filling the pool to the middle of the skimmer. In-ground pools will be started on the main drain if possible. For In ground drain & acid washed pools EPS will return to start the system after the pool is filled to the proper level. Please contact the office once the pool is full. A trip charge is added to the return visit. Above Ground pool owners should fill the pool to mid-skimmer after opening, the system will be ready for you to turn on once full.

Pool Condition: Unfortunately, EPS cannot accept responsibility for the condition of the pool water at the time of 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. We would be happy to schedule additional clean up services provided at additional rates and would require a separate service date. We reserve the right to decline vacuuming when visibility is limited.

Repairs: 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.

Deposit: All opening services require a deposit prior to scheduling the opening with the balance paid in full at the opening. We do ask for a 72 hour advance notice of cancellation. 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 occupants. Checks returned to Elite for any reason are subject to a \$27.00 charge. Any declined credit card will be subject to a transaction fee. 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.

Return by mail to: Elite Pools 9114 Virginia Rd. #114 LITH, IL 60156 By Fax: 847-854-5444 By email: service@elitepoolsandspas.com



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