



Welcome to Ron's Pool Perfection,

We believe it is important to outline expectations in our partnership to ensure peak satisfaction year-round. Please read these terms to ensure we are the right fit for you. We find that these terms and conditions help us meet expectations as a team. This is not a contract, and either party can terminate the service at any time.

Our Weekly Services

- ✓ **Water analysis** - To keep the pool balanced and safe to swim
- ✓ **Chemical dosage** - For transparency, so you can see what we do
- ✓ **Service checklist** - For reminders and communications
- ✓ **Photos** - Clarifications and accountability
- ✓ **Repair recommendations** - To keep your equipment in top condition
- ✓ **Weekly digital email** - To speed up communication and facilitate faster service
- ✓ **Brush tile line and walls** - swimming pool/spa
- ✓ **Empty** skimmer baskets, pump baskets, and pool sweep net
- ✓ **Backwash** DE filter on an "as needed" basis (if applicable)
- ✓ **Vacuum** the swimming pool/spa "as needed"
- ✓ **Skim** the surface of the pool and remove debris not trapped by the skimmer

Our Weekly Extra Services

Storm Cleanup / Extra Visits Sometimes once a week service is not enough. Vacation rentals and properties with high swim usage or a lot of debris may require service twice a week. One-time additional cleanings may be added to your service. Contact us for availability and rates.

Service Calls / Diagnosis Any charges for these services are applied to the cost of the total repair. If you choose not to repair with us, you may incur a diagnosis fee.

Billing

Our billing method involves a flat rate for the services provided by our experienced technicians, including basic chemicals. This flat rate is charged at the beginning of the month and is paid in advance. If we start the service in the middle of the month, your first bill will be pro-rated accordingly. By providing us with your credit card information, you consent to us keeping it on file for automatic payments.

Preventative Maintenance

Routine preventative maintenance is an important part of pool ownership. Filter cleanings and salt cell cleanings (if applicable) are crucial for the maintenance and upkeep of the pool and/or spa. We perform filter cleanings as needed but recommend them bi-annually. Filter cleanings will be identified, communicated, and scheduled accordingly. The costs of these services are separate from your regular maintenance and are priced as follows:

- Complete cleaning of DE filter: **\$145**
- Complete cleaning of cartridge filters: **\$125**
- Salt cell cleanings (bi-annually recommended): **\$60**
- Complete cleaning of spa cartridge filters: **\$60**
- Phosphate treatment, including filter clean: **\$250**

Large Repairs

We will monitor repairs that may impact your pool's performance. Our team will contact you if anything arises to provide the best corrective options. Extended delays in authorizations for repairs can result in the pool's condition deteriorating. Although we are willing to supplement the faulty system with more work for a brief period, we may need to change the rate or reconsider service if maintenance issues go unaddressed for an extended period of time. To ensure competitive pricing and maintain cash flow stability, we require deposits for larger jobs.

Locks

We understand that homeowners feel that they need to keep their gates locked. We prefer combination locks or for the gate to be left unlocked for us. Sometimes the keys can be tough to coordinate for repair visits and we may ask for your help in assisting us with scheduled service visits. If we arrive for service but are unable to access the yard due to a locked gate or aggressive pets, we reserve the right to skip service that day.

Rain & Lightning Policy

When lightning is nearby, for the safety of your pool techs, there will not be any use of a pole therefore your pool will not be skimmed, brushed, or vacuumed. However, the tech will check and balance water chemistry, and empty the skimmer baskets and pump baskets. When it is raining but not lightning, the pool will be cleaned to the best of the pool tech's ability under these conditions. Please note when it's raining, it is hard to see the sides and bottom of the pool when vacuuming, so please be understanding.

The pool tech will not be able to return to perform any missed duties under "Rain Service" until your next regularly scheduled clean the following week and no credit or discount will be given for duties unable to be performed under our "Rain & Lightning" policy.

Cold Weather Policy

If temperatures reach below 45°F we may not be able to vacuum your pool due to potential freeze damage to our equipment. If there is severe ice on the roads, we might not be able to service your pool and/or spa that day for safety reasons. If there is ice on the roads, we will perform a small service on a different day. No credit or discount will be given for duties unable to be performed under our "Cold Weather" policy.

Vacation Policy

As a reminder, since we charge a monthly rate, we will balance those months that have 5 weeks by taking off 3 weeks each year. Usually on Thanksgiving, Christmas, and New Year. We will adjust all chemicals for the time being.

Covers

We are unable to remove or reapply pool covers on a customer's pool. We will remove hardcovers from small spas. If a pool cover is on at our service stop, we will still do a chemical and basket check, but will not be able to modify the cover.

Water Level

For insurance purposes, our technicians cannot turn on hoses without an automatic shut-off valve being present and functioning. Pool owners without this equipment will need to monitor their water level to ensure the cleaning equipment can function all week long. Having the water level drop below the skimmer can cause equipment damage and the pool to turn green. If we arrive for service and the water level is too low to safely function we will turn off the pool equipment and notify you. Depending on the severity, we may not be able to complete a full service that day.

Service Cancellation

If you no longer require pool and/or spa service, you may call, text, or email us. We will stop service immediately or on a specified date. Please note that although you will not incur any additional charges, the chemical expense will still be owed. You will receive a final invoice, and if a refund is owed, a check will be mailed out to you within two business days. If management decides that our services are no longer a good fit, we will give you ample notification and will offer other solutions.

Dogs / Pets

We love the pets of our customers, and it is one of the best perks of the job! We are all animal lovers and appreciate the company of friendly dogs. We will ensure gates are secured and your precious pets remain safe. However, if your pet doesn't feel the same way about us, we do expect them to be indoors or away from all pool and/or spa maintenance areas. It is the homeowner's responsibility to keep us safe from their pets. We are happy to send a text message alert when on the way, and we keep the service on the same day every week unless advanced notice is provided. If we arrive for service but are unable to safely access the yard, we will skip the Service.

Verbal Abuse/ Harassment

Although extremely rare, we do not allow any type of verbal abuse or harassment of our team. They are instructed to cease contact if any occurs. We understand the frustrations associated with unmet expectations or expensive repairs and make every attempt to take great care of our customers. However, mutual respect is the only successful path to a resolution.

Our Service Commitment

We work hard to prevent the extreme turnover that many other companies in the industry face. Our team is well-compensated, prioritized, and trained. They are the type of people who will know what your pool and/or spa needs or will take the time to find out.

Our objective is to deliver premium pool and spa services with efficiency and excellence. Our average service stop usually takes between 10-15 minutes on larger pools while some smaller pools may take less time. This is because we are not interested in delivering a clean pool/spa for one day every week, but rather a strong functional system that keeps the pool/spa looking great all week long.

If it feels like your service is fast - that's a good thing. Happy pools and/or spas are well-balanced and require less time spent. Check your service email every week to see how we care for your pool and/or spa. We do understand that other things can happen when we aren't there. We aim to maintain the capacity to provide service multiple times a week for this reason. If an issue arises between services, you should feel free to contact us by phone, email, or text. While additional visits may incur extra charges, we prioritize our existing customers and are committed to ensuring everything is in optimal working order as quickly as possible.

Thank you and welcome aboard!

Ron

Thank you for considering Ron's Pool Perfection as your pool service provider.

Reply to this email with your completed Customer Information sheet and we will get you scheduled right away!

CUSTOMER INFORMATION

First Name: _____ Last Name: _____

Company (if applicable): _____

Billing Street Address: _____

City: _____ State: _____ Zip: _____

Mobile Phone Number: _____

Mobile Phone 2: _____

Additional Phone: _____ ☐ Mobile ☐ Home ☐ Work

Email 1: _____

Send Invoices? ☐ Yes ☐ No

Receive Service Emails? ☐ Yes ☐ No

Email 2: _____

Send Invoices? ☐ Yes ☐ No

Receive Service Emails? ☐ Yes ☐ No

POOL/SPA INFO & ACCESS

Type (check all that apply): ☐ Pool ☐ Spa ☐ Combo ☐ Other: _____

Gallons (if known): _____ Baseline Filter Pressure PSI (if known): _____

Additional Services/Helpful Notes: _____

Gate or Access Code: _____

Special Access Instructions: _____

Dogs: ☐ Yes ☐ No Are they friendly? ☐ Yes ☐ No

Dog or Pet Name(s) if applicable: _____

BILLING

Name on Card: _____ Billing Zip: _____

CC #: _____ EXP: _____ CVV: _____