

Additional Billing Information we'd like you to be aware of...

- **Pool service is charged per weekly visit** although invoiced monthly at the beginning of the month in advance for that month and due by the 25th.
- **\$25 late fee** will be assessed if payment is not received by the last day of the invoiced service month.
- There will be a few months out of the year that you will be **charged for an additional 5th visit** for that month of which it occurs in.
- We are **closed** the weeks of Thanksgiving and Christmas. Memorial Day, Labor Day, & the 4th of July.
- **Extra Chemical Costs** – Liquid Chlorine, shock, algae preventatives, salt, or any supplemental additive will incur additional charges that will be applied to your following invoice when use was necessary or requested.
- **Chlorine Tablets are NOT included in the weekly service cost**, and you will be invoiced for a bucket of tablets to be kept on site for use on your pool and replenished as needed at the current market price.
This does NOT apply to those with a working salt system generating chlorine (with the exception of when supplemental chlorine is necessary).
- Broken and worn **parts (under \$50)** that are a necessity to the proper operation of your pool such as baskets, O rings, water levels, skimmer doors, chlorine dispensers, automatic pool vacuum parts, etc. automatically **will be replaced** and added to the following months invoice. Any major repairs will be addressed and need to be approved in a timely manner.
- **Filter Cleaning**- Dependent on your filter the majority of DE and Cartridge filters will be required to be cleaned by our technicians every 6 months (**at a rate of \$125 per filter**) Sand filters should have sand replacement every 3-5 years (Rate varies based on size of filter). Unfortunately, we cannot allow you to clean your own filter due to complications we've experienced in the past.
- Draining your pool frequently is imperative in maintaining a healthy swim environment and reducing surface staining. On average this should be routinely done every 2-5 years dependent on the size of your pool.
- If an **additional visit** to your pool is requested for any complications that cannot be easily resolved on our following maintenance visit or requires time consuming problem shooting an **additional charge** may be applied that can vary from \$35-\$125.
- **\$15.00 lock out fee** will be applied to re-visit your pool if we were unable to gain access upon our arrival on your regular service day.
- Please also understand that **factors beyond our control** such as wind, rain, dust storms, foliage, bees/wasps, pets that may swim, leaks, and neglected equipment problems can affect our control over your pools chemistry and our performance.
- Although we have your best interests in mind, Cool Pools Service and Repair cannot prevent cracking, chipping, etching, scaling, staining, calcium build up/nodules, or sun damage. We will also not be responsible for chemistry issues related to the natural increase in TDS, CYA, Calcium, and Salt Content.