

# SWIMMING POOL MAINTENANCE AGREEMENT

Thank you for choosing RedBeard Pool Service, LLC as your swimming pool maintenance provider. This document services as a formal swimming pool maintenance agreement. This contract outlines the services, payments, and the terms of service.

## **SERVICE OPTIONS:**

### **1. Monthly Service:**

RedBeard Pool Service, LLC, will provide residential pool/spa service once per week. All chemicals used during weekly service are included in the monthly service fee. If the pool/spa requires an excessive amount of chemicals, the customer shall be notified and quoted a price for additional chemical treatment.

- Water testing and balancing (readings and dosages)
- Skim debris, brush walls, steps, and sides.
- Empty sweep basket/bag
- Vacuum pool/spa as needed.
- Backwash for DE filters as needed (additional pricing)
- Visual inspection of all pumps and pool equipment
- Chlorine and/or Saltwater Maintenance
- Annual Pool RX solution (additional pricing)
- Filter cleaning as needed (additional pricing)

### **2. One Time Pool Services:**

- **Chemical Only**
- **One Time Pool Cleaning / Green to Clean**
- **Pool Cover Removal**
- **Filter Cleaning:** Filter cleanings are an important part of maintenance and upkeep of the pool and/or spa. Filter cleans will be recommended as needed and invoiced separately from monthly service.
- **Repairs:** Repairs are not included in the monthly service fee. *Repairs for less than \$25 will be considered automatically approved. Repairs greater than \$25 will be sent for approval.*

## **MAINTENANCE:**

**POOL UPKEEP REQUIREMENTS:** The customer is responsible for water levels during the week.

Recommended water level is mid-tile. It is important that filters be properly maintained for RedBeard Pool Service, LLC to perform proper maintenance service. RedBeard Pool Service LLC will recommend filter cleaning when it is needed.

**POOL ACCESS:** The customer shall ensure RedBeard Pool Service, LLC has access to the service area on the service day, including gate entry codes, lock combinations, security guard verification, and pets be relocated from pool area. If RedBeard Pool Service, LLC is unable to access the service area for any reason, services will not be performed that week and the customer will not be entitled to a credit. It will be the customer's responsibility to make sure RedBeard Pool Service, LLC has access to the service location and the pool or spa is accessible and uncovered. It will be the customer's responsibility to have the pool cover removed on service days. In the event a pool cover is on during the service stop, RedBeard Pool Services, LLC will still check baskets and perform chemical readings.

**UNEXPECTED HINDERANCES & HOLIDAYS:** Redbeard Pool Service, LLC and the customer both agree that circumstances can arise that affect or prevent RedBeard Pool Service, LLC from performing pool and/or spa maintenance such as the weather, illness, or a holiday. In the event of inclement weather on the scheduled date of service, the pool and/or spa will be cleaned & serviced to the extent that the weather permits, or service will be rescheduled to another day that week. RedBeard Pool Services, LLC may elect to postpone pool and/or spa service for one week, not to exceed 5 weeks each year.

***However, in no event shall the pool and spa service be provided during the weeks of Thanksgiving and Christmas.***

**COMMUNICATION:** In addition to emailed service reports, RedBeard Pool Service, LLC, may also send text messages from time to time. By providing your mobile phone number, the customer authorizes RedBeard Pool Service, LLC to send SMS text.

**PAYMENT:** RedBeard Pool Service, LLC requires payment on the 2<sup>nd</sup> of each month. The customer shall be invoiced monthly on the first of each month. Payment must be received in full by the 16<sup>th</sup> of the month. Checks, bank ACH, and credit cards accepted. Automatic payments can be arranged within the invoicing member portal. The customer will receive the monthly invoice from ***messagesappmail.get-skimmer.com***.

**RATE CHANGES:** In the event RedBeard Pool Service, LLC changes rate type or charge, RedBeard Pool Service, LLC will provide customers with 60 days' written notice before the rate goes into effect.

**TERMINATION:** The customer agrees that this agreement is a monthly service agreement that continues from month to month until terminated. RedBeard Pool Service, LLC and/or the customer may terminate the agreement.

**DISCLAIMER:** RedBeard Pool Service shall not be responsible for any damage to property due to acts of nature, fire, vandalism, misuse, or abuse. The customer shall be aware of normal deterioration of equipment that occurs over time due to exposure of chemicals, sunlight, and/or corrosive materials.

This agreement is made on this day between RedBeard Pool Service, LLC and

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(The customer)

**CUSTOMER INFORMATION:**

1. First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_
2. First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Billing Street Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Mobile Phone #1: \_\_\_\_\_ Mobile Phone #2: \_\_\_\_\_

Email: \_\_\_\_\_

(An email will be required for service and invoicing)

**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: \_\_\_\_\_

**By signing below, you (the customer) agree to the terms and conditions in this service agreement:**

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Signature

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Date