

SWIMMING POOL MAINTENANCE AGREEMENT

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

This agreement is made on this day between RedBeard Pool Service, LLC and _____ (hereinafter referred to as Customer and collectively referred to as "The Parties") for services to be provided at the following address(es):

_____.

SERVICE & MAINTENANCE:

Monthly Service: RedBeard Pool Service, LLC will provide residential pool/spa service one time 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 filter as needed (for DE filters)
- Visual inspection of all pumps and pool equipment
- Chlorine and/or Saltwater Maintenance

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

Short Term Rental Maintenance: RedBeard Pool Service, LLC, will be conducting multiple weekly services monthly. If the service location is a short-term rental, RedBeard Pool Service, LLC will conduct a “recovery visit” early in the week and a “prep visit” late in the week before the most common check-in dates. Recovery visits are usually on Monday or Tuesday, and Prep Visits are usually Thursday or Friday. No Skip Weeks. If your service location is a short-term rental, RedBeard Pool Service, LLC will perform full service on “skip weeks.”

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 Customer shall 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 our service stop, we will still check baskets and perform chemical readings.

UNEXPECTED HINDERANCES & HOLIDAYS: Redbeard Pool Service 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 the weather permits or will reschedule service to another day that week but 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 cell phone number, the customer authorizes RedBeard Pool Service, LLC to send SMS text.

PAYMENT: RedBeard Pool Service, LLC requires payment on the 1st of each month. The customer shall be invoiced monthly on the first of each month. Payment must be received in full by the 15th of the month.

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 Parties agree that this Agreement is a monthly service agreement that continues from month to month until terminated. Either Party 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.

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

Signature

Date

CUSTOMER INFORMATION:

First Name: _____ Last Name: _____

Billing Street Address: _____

City: _____ State Abbr. _____ Zip: _____

Mobile Phone Number: _____

Additional Phone: _____ ☐ Mobile ☐ Home ☐ Work

Email: _____

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: _____