

SHORT-TERM RENTAL MAINTENANCE SERVICE CONTRACT

Pacific Breeze Hot Tubs LLC
2520 Highway 101
Florence, Oregon 97439

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Rental Property Information:

Manager / Responsible Party Name: _____

Property Address: _____

Property Name: _____

Phone: _____

Email: _____

Billing Address: _____

Location on Property: _____

Time / Day Access Restrictions: _____

Access Instructions: (parking, gate code, key location, water-main location, breaker box location, etc) :

Service Locations and Rates:

- Local – Florence (Within 5 miles): \$50 per service
- North – Yachats to Florence: \$60 per service
- East – Mapleton to Florence: \$55 per service
- South – Reedsport to Florence: \$60 per service

*Swim Spas are \$25 more than hot tubs

Water maintenance services include:

- Water Testing & Balancing
- Chemicals (Frog cartridges are an additional charge)
- Filter Cleaning
- Vacuum & Skimming
- Cover & Cabinet Wipe-down
- Equipment Check
- Email report with photos

Additional Services:

- Drain, clean, and fill - \$55 surcharge in addition to normal service rate.
- Winterize or Summerize - \$55 surcharge in addition to normal service rate.

Service Terms & Billing

- **Frequency:** Ideally, a short-term rental hot tub should be serviced after the check out of every guest. This is the only way we can guarantee water quality for the next guest and avoid frequent drain, clean, and fills. This also nearly eliminates the need to reimburse guests for your hot tub not being useable. A popular formula for offsetting this cost is in the example below:
Service rate divided by **Average length of booking**.
Ex: Your service rate with us is \$50. Your average stay booked by a guest is 3 days. This makes your cost of the hot tub maintenance service roughly \$16.50 per day. Your booking cost can be raised by this amount if you wish.
We realize that this may not work for everyone, and we are open to considering custom schedules that work for both of us. Feel free to reach out and we will find something that works.
- **Time Window:** Service times are performed after guest check out and before the next guest checks in. Usually 11:00am – 4:00pm, Monday through Friday. We currently do not offer services on Saturday or Sunday but hope to add those days in the future.
We will make every effort to maintain the scheduled service, but reserve the right to reschedule due to weather, emergencies, or staffing. Missed visits will be made up ASAP.
- **Initial service:** In order to ensure water quality, new accounts will require that the hot tub be Drained, Cleaned & Filled at the start of services. There is a one-time surcharge of \$55 for this service. If your hot tub is not equipped with a floater, we will provide one. Floaters are \$19.95
- **Filters:** To properly care for water quality a hot tub requires filter replacement every year. On an annual basis our technicians will assess your filter needs and replace your filters during a regularly scheduled maintenance visit. The cost of the filters will be added to your next invoice. Hot tubs that see heavy use may require filter replacement more often. Alternatively, customers may replace filters on their own, but Pacific Breeze will need to be informed and the filter needs to be correct.
- **Property requirements:** In order to perform our duties our technicians need access to the hot tub and its quick disconnect, as well as access to a hose and a power source.
- **Covers and Cover Lifters:** To protect the health and safety of our technicians a hot tub's cover/lifter must be liftable. Water-logged covers and broken or damaged lifters may result in service being skipped at the technician's discretion. Homeowners will then be contacted about the problem. If the problem is not resolved in a timely manner service may be paused until the issue is adequately dealt with.
- **Monthly Billing Variability:** Billing may vary based on replacement parts, extra requested services or repairs, and requested premium chemicals (such as Frog cartridges)
- **Monthly Invoice:** An invoice will be generated at the beginning of each month for the previous month's services. This invoice will be emailed to our customers and can be paid directly from the invoice. Autopay is also available. Payment is due within 15 days. After 15 days, a 1.5% late fee may be charged for each month. We reserve the right to discontinue service at any time for non-payment.
- **Blocked access:** If our technician is unable to access your hot tub through no fault of their own, we will attempt to reschedule your service. If we are unable to reschedule, the hot tub may require a Drain, Clean & Fill on the next service.
- **Repair needs:** If our technician diagnoses a problem with your hot tub, we will contact you with options. Small item repairs (such as a jet or a pillow) will be replaced for the cost of the part only. For larger repairs, an additional labor rate may be applied. Our rate for repairs is \$125 per hour.
- **We're Not Liable For:** Damage caused by freezing temperatures, electrical surges, negligence, manufacturer obsolescence, acts of God, or zombie apocalypse.

SIGN & GO!

I agree to the terms.

Customer: _____ **Date:** _____

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