



# 2015 Pool Maintenance Service Agreement

Name \_\_\_\_\_

Primary Phone Number \_\_\_\_\_

Address \_\_\_\_\_

City, State, Zip \_\_\_\_\_

Email Address \_\_\_\_\_

Alternate Phone \_\_\_\_\_

We hereby propose to provide pool service at the above address from pool opening to pool closing. Pool service for 2015 will be billed at \$90.00 per visit plus chemicals. Each visit will consist of:

- |                                     |  |
|-------------------------------------|--|
| 1) Vacuuming                        | 6) Cleaning filter as necessary                  |
| 2) Cleaning & emptying of baskets   | 7) Checking equipment                            |
| 3) Clean tile lines                 | 8) Cleaning automatic cleaner bag                |
| 4) Skimming debris                  | 9) General area clean up                         |
| 5) Testing water & adding chemicals | 10) <b>Monthly</b> – Computerized water analysis |

The following terms and conditions apply to the service:

- Safety Issues:** The customer is responsible for maintaining local code compliances regarding safety issues including, but not limited to, fencing, gates, electrical, etc.
- Water Level:** We will add water while on site if needed and will turn it off when we leave. It is the home owner's responsibility to maintain proper water level.
- Chemicals:** All chemicals are provided by Arvidson Pools & Spas / Fox Valley Pools & Spas at additional costs per the agreement. These include, but are not limited to, sanitizer, balancing chemicals, algaecide, & cleaners.
- Cancellation / Rescheduling:** In the event you need to cancel or reschedule your weekly service, please notify us by phone (815) 459-0660 Ext 112 or by email at [service@arvidsons.com](mailto:service@arvidsons.com) at least 24 hours in advance to avoid unnecessary trip charges. If for some reason you need to cancel the service, we require a two week written notice.
- Pets:** The homeowner is responsible to contain and restrain their pets whenever a service technician is on the property.
- Equipment / Pool Repairs:** We will contact you directly if our technician notices an issue with your equipment or pool. If you notice a problem with your system prior to our next scheduled stop, please contact us immediately. Once the repair is authorized by you, we will dispatch the next available technician to your residence. You will receive top priority scheduling.
- Customer Satisfaction:** Our goal is your complete satisfaction. In the event that a job is not satisfactorily completed, please notify Peter Annis, Service Manager within 48 hours, so that we can look into the matter and resolve it quickly. If you do not bring the issue to our attention, we cannot correct the situation and consequently will not issue any credits.

I would like pool service:                      Weekly                      Every Other Week                      Monthly

CREDIT CARD (Visa/MC/Disc/Amex): \_\_\_\_\_ EXP \_\_\_\_\_ V-Code \_\_\_\_\_

I hereby authorize you to do the work and agree to pay according to the terms outlined in this agreement. I acknowledge that my credit card will be charged after each individual service visit. Service will be suspended if account is not current within 30 days.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_