



ARVIDSON
POOLS & SPAS

EST. 1958

MAKING YOUR LIFE BETTER AT HOME

2017 Pool Closing Services Agreement



August, 2017

Dear Valued Customer,

We are making preparations for a smooth and efficient pool closing season. This includes an updated pool closing agreement that has been streamlined for ease of use and includes a more thorough explanation of the services we provide, our terms and conditions, and important information for pool owners.

Please take some time to review this document thoroughly (particularly the areas highlighted with red headers). This document has been carefully prepared to answer questions that we have received from our customers over the years. Understanding the services and responsibilities of each of us will help ensure a successful, efficient experience at the time of service. As always, if you have any questions about the information on this form, feel free to call me at (815) 459-0660 Ext 112.

It's been a great summer! Thank you for putting your faith in us to make sure your backyard retreat provides you with the relaxation and enjoyment that you expect and deserve. It is our goal to provide you with the best service experience each and every time.

We hope you had a fantastic pool season and we look forward to helping you close your pool this Fall and reopen again in the Spring.

Regards,

Peter Annis
Service Manager

P.S. Don't forget that our BioGuard chemical Early Buy program begins in February ;-)

| DATE | |
|------|---|
| / | / |

GENERAL INFORMATION

| | |
|----------------------------------|---|
| NAME: | |
| ADDRESS: | HOME PHONE: () - |
| CITY: | CELL PHONE: () - |
| STATE: ZIP: | PREFERRED METHOD OF COMMUNICATIONS: |
| EMAIL: | <input type="checkbox"/> PHONE <input type="checkbox"/> EMAIL |

SELECT CLOSING TIME FRAMES

Write in your three most preferred weekly closing time frames for your Pool Closing Services: (Example: "Week of October 1")

| | | |
|---------------|----------------|---------------|
| FIRST CHOICE: | SECOND CHOICE: | THIRD CHOICE: |
|---------------|----------------|---------------|

Detail any specific scheduling needs you might have in this space :

SELECT YOUR POOL TYPE

| | | | |
|--|--|---|---|
| Type A <input type="checkbox"/> Above Ground Pool | Type B <input type="checkbox"/> In-Ground Pool Under 24,000 Gallons | Type C <input type="checkbox"/> In-Ground Pool 24,000 - 40,000 Gallons | Type D <input type="checkbox"/> In-Ground Pool Over 40,000 Gallons |
|--|--|---|---|

SELECT AN CLOSING PACKAGE

| Select one of two closing packages ♦ See Page 3 for Details ♦ | PRICING (Please circle the appropriate amount) | | | |
|--|--|----------|----------|-----------|
| | Type A | Type B | Type C | Type D8 |
| <input type="checkbox"/> Basic Pool Closing Package | \$170.00 | \$392.50 | \$461.50 | \$704.50 |
| <input type="checkbox"/> Deluxe Pool Closing Package | \$493.70 | \$728.36 | \$902.95 | \$1263.76 |

SELECT A SPA / HOT TUB CLOSING PACKAGE

| We will close your portable or attached spa ♦ See Page 3 for Details ♦ | PRICING (Please circle the appropriate amount) | |
|--|--|--------------|
| | Portable Spa | Attached Spa |
| <input type="checkbox"/> Close my Spa ★See Important Warnings | | |
| <input type="checkbox"/> I have a portable Spa <input type="checkbox"/> I have an attached Spa | \$250.00 | \$100.00 |

Note the make and model of your spa and any additional information that might be helpful to our technicians:

WINTER COVER INSTALLATION (Included in Deluxe Package)

| We can install your winter pool cover ♦ See Page 3 for Details ♦ | PRICING (Please circle the appropriate amount) | | | |
|--|--|----------|----------|----------|
| | Type A | Type B | Type C | Type D |
| <input type="checkbox"/> Close my auto cover for the winter ★See Important Warnings | N/A | N/A | N/A | N/A |
| <input type="checkbox"/> Raise anchors and install my mesh pool cover | N/A | \$85.00 | \$95.00 | \$135.00 |
| <input type="checkbox"/> Install my solid winter cover ★See Important Warnings (Water bags / weights not provided) | \$105.00 | \$155.00 | \$187.50 | \$245.00 |

VACUUM LEAVES & DEBRIS (Included in Deluxe Package)

| We can skim and vacuum your pool ♦ See Page 3 for Details ♦ | PRICING (Please circle the appropriate amount) | | | |
|--|--|---------|---------|---------|
| | Type A | Type B | Type C | Type D |
| <input type="checkbox"/> Skim and vacuum my pool | \$77.50 | \$77.50 | \$77.50 | \$77.50 |

---- Turn over for Page 2 ----

| CLOSING CHEMICAL TREATMENT (Included in Deluxe Package) | | PRICING (Please circle the appropriate amount) | | | |
|--|------------------------------------|--|----------|----------|----------|
| We can add a closing dose of chemicals ↔ See Page 3 for Details ↔ | | Type A | Type B | Type C | Type D |
| <input type="checkbox"/> | Shock, Algicide & Enzyme Treatment | \$158.23 | \$211.68 | \$316.47 | \$413.27 |

| CARTRIDGE FILTER CLEANING | | PRICING (Please circle the appropriate amount) | |
|--|--|--|---------------------|
| We can clean the filter cartridges ↔ See Page 3 for Details ↔ | | Single Cartridge | Multiple Cartridges |
| <input type="checkbox"/> | Chemically clean & rinse filter cartridges | \$65.00 | \$105.00 |

| ADDITIONAL CLOSING / WINTERIZATION OPTIONS | | PRICING (Please calculate and circle the amount below) | |
|--|---|--|--|
| We can take care of those little things also ↔ See Page 3 for Details ↔ | | _____ x \$65.00 = _____ # of features | |
| <input type="checkbox"/> | Fountains, autofills, waterfalls & other water features | | |
| <input type="checkbox"/> | Winterization of Ultraviolet Unit | \$50.00 | |
| <input type="checkbox"/> | Clean the salt chlorine generator cell | \$35.00 | |
| <input type="checkbox"/> | In-floor cleaning systems (per central valve-head unit) | _____ x \$170.00 = _____ # of valve heads | |

COMMENTS & ADDITIONAL INFORMATION
 Add any additional comments, questions or requirements you might have regarding your pool closing:

| TOTAL | |
|--|--|
| Add up all of the circled prices on page 1 and 2 and write the amount to the right ⇒ | |

IMPORTANT WARNINGS

- ★ **IF YOU HAVE AN AUTOCOVER**
 It is the responsibility of the pool owner to refill the pool to the middle of the skimmer(s) after the Arvidson Pools & Spas service technician has completed your pool closing. Failure to do so may cause the pool cover to be pulled into the pool resulting in possible damage to the cover, the tracks and/or the pool itself.
- ★ **IF YOU HAVE A SOLID WINTER COVER**
 Water bags / Cover weights are not provided by Arvidson technicians. If pool owner provided water bags / cover weights are available to the technician at the time of closing, the tech will fill and place them.
- ★ **IF WE'RE CLOSING YOUR PORTABLE SPA**
 Arvidson Pools & Spas techs use a non-toxic antifreeze in the closing of portable spas. This antifreeze is prone to mold growth in warm temperatures. Therefore we recommend your spa be reopened or flushed in the spring once the average daily temperature reaches 50 degrees fahrenheit. This is usually around the middle of April.

PAYMENT INFORMATION
 Indicate below how you would prefer to pre-pay for your selected Pool Closing Services.

Pay online with a credit card I have enclosed a check Please call me for my payment information

By signing on the line below you indicate your agreement with the Arvidson Pools & Spas Pool Closing Services Terms & Conditions on the subsequent pages

 SIGNATURE

 DATE

Please return signed form to : Arvidson Pools & Spas, 3209 S. Illinois Route 31, Crystal Lake, IL 60012

Return by email to: Servicerequest@arvidsons.com Return by Fax to: (815) 459-1733

Explanation of Services For Pool Closing

GENERAL INFORMATION

It is critical that all fields in the General Information section of the form are completed and accurate. Please be sure to double-check the telephone number(s) and email address you provide. Problems with contact information are often a primary reason for delays in scheduling and/or executing pool closing services.

POOL CLOSING PACKAGES

| | |
|------------------------------------|--|
| Basic Pool Closing Package | The Basic Pool Closing Service Package includes the following services: <ul style="list-style-type: none"> • Disassemble and drain equipment • Winterize all water lines • Remove skimmer baskets and return fittings • Install winterization plugs and Gizmos |
| Deluxe Pool Closing Package | The Deluxe Pool Closing Service Package includes all of the services of the Basic Pool Closing Service Package plus: <ul style="list-style-type: none"> • Vacuum leaves and debris • Winter cover installation • Closing chemical treatment |

ADDITIONAL SERVICES

| | | |
|--|--|---|
| Spa Closing Package | Attached Spas An attached spa / hot tub is any spa or hot tub that shares plumbing facilities with a pool. <ul style="list-style-type: none"> • Disassemble all jets • Drain the spa / hot tub water to the winter level and plug all applicable returns | Portable Spas A portable spa / hot tub is defined as any spa or hot tub that uses plumbing or equipment that does not also serve a pool. <ul style="list-style-type: none"> • Drain the spa / hot tub • Clear all water lines and winterize with antifreeze • Secure the spa / hot tub cover |
| | Auto Covers <ul style="list-style-type: none"> • Close Autocover | Mesh Covers <ul style="list-style-type: none"> • Raise cover anchors • Install mesh cover ★ Repair or replacement of anchors not included |
| Winter Cover Installation | | |
| Vacuum Leaves & Debris | Arvidson Pools & Spas Service staff will perform a one time vacuuming around the pool and skim the surface to collect any debris. Please note that this is a one-time vacuuming of the pool bottom. Additional vacuuming by the pool owner may be required in pools with excessive debris and dirt. | |
| Closing Chemical Treatment | Our Service staff will provide closing doses of sanitizer, algaecide and enzymes according to the pool volume ("Pool Type") specified in the form. | |
| Cartridge Filter Cleaning | Our Service staff will remove filter cartridge(s) from filter, apply filter cleaner and rinse with fresh water supplied by pool owner. Cleaned cartridges will be left near pool for owner to store for the winter. | |
| Fountains, autofills, waterfalls & other water features | Our Service staff will clear water lines and add antifreeze where applicable. | |
| Winterization of Ultraviolet Unit | Our Service staff will disconnect the unions, evacuate water from the chamber and remove the lamp array and quartz tube for indoor winter storage. Please indicate where the tech should leave the lamp array and quartz tube as these items are fragile. | |
| Cleaning the salt chlorine generator cell | Our Service staff will disconnect the generator cell from pool plumbing, clean the cell using cell cleaner and reconnect to pool plumbing. | |
| In-floor cleaning systems | Our Service staff will clear all in-floor cleaning system water lines and winterize with antifreeze or vacuum seal as appropriate and install winterization plugs provided by pool owner. Pricing for closing in-floor cleaning systems is based on the number of central valve-head units, not the number of cleaning jets. | |

Pool Closing Services Terms & Conditions

I. Pool Closing Services Request Form

Pool closing services can be requested via the Arvidsons.com website. A paper version of the Pool Closing Services Request Form is also available for download and print from the Arvidsons.com website. It is critical that all fields in the "General Information" section of the form are completed and accurate.

A. Pool Type Selection

It is critical that the correct "Pool Type" or volume is selected on the form. The pool type or volume selected on the form is used to calculate the price of a number of the services as well as the volume of various chemicals and supplies required for pool closing. An incorrect pool type or volume selection on the Pool Closing Services request form may result in over-paying for services or inadequate preparation of Arvidson Pools & Spas service staff, requiring multiple visits to complete the Pool Closing service which are subject to additional trip and labor charges. Arvidson Pools & Spas Service staff will attempt to confirm the pool volume when the Pool Closing Services are scheduled with the pool owner.

B. Pool Volume (in gallons) Calculation

When calculating pool type or volume, the following formulas are recommended:

Rectangular Pool: (Width x Length x Average Depth) x 7.5 = Pool Volume (in gallons)

Round Pool: (Width x Length x Average Depth) x 5.9 = Pool Volume (in gallons)

Oval Pool: (Width x Length x Average Depth) x 5.9 = Pool Volume (in gallons)

Average Depth: (Depth at shallowest end of the pool + Depth at deepest end of the pool) /2 = Average Depth

II. Pool Closing Packages

A. Basic Pool Closing Package

The Basic Pool Closing Service Package includes the following services: a) Disassembly and draining of all equipment connected directly to the pool or connected to the pool by plumbing, with the exception of any Spa / Hot Tub or equipment that services the Spa / Hot Tub solely; b) Winterization of all water lines; c) Removal of skimmer baskets and return fittings; d) Installation of winterization plugs and Gizmos; e) Removal of any ladders and handrailings that may interfere with the installation of the winter cover.

B. Deluxe Pool Closing Package

The Deluxe Pool Closing Service Package includes the following services: a) All of the services described above in the Basic Pool Closing Service Package; b) Vacuum leaves and debris (actions detailed in "Individual Services" section below); c) Winter cover installation (actions detailed in "Individual Services" section below); d) Closing chemical treatment (actions detailed in "Individual Services" section below).

III. Closing Package Limitations

The Pool Closing Services described above include only the services specifically listed with these packages. All additional services and actions requested of Arvidson Pool & Spas Service staff by the pool or spa / hot tub owner are subject to regular hourly service rates including trip charges and minimum service rates, and may require completion on a different day or time. Pool Closing packages do not include removal of lights or diving boards.

A. Equipment Repairs

All Pool Closing Services assume that all equipment, including but not limited to, pumps, heaters, filters, chlorine generating devices, water conditioners, in-floor cleaning systems, ladders, slides, skimmers, anchors, returns, attached plumbing and water features are in proper working order. Any and all equipment or system repairs required to bring the pool or spa / hot tub and associated equipment into proper working order will be conducted separate of the pool closing services described here and are subject to normal service rates, including trip charges and costs of parts necessary to complete the needed repairs.

IV. Payment & Scheduling

A. All Pool Closing Services performed by Arvidson Pools & Spas require pre-payment in full prior to being scheduled. Once payment in full for the selected services is received, Arvidson Pools & Spas Service staff will contact the requesting pool or spa / hot tub owner using the contact information provided in the request form to schedule the pool closing services requested.

B. Pool and Spa / Hot Tub Closing Services are performed on-site during Arvidson Pools & Spas normal service hours, Monday - Friday, 8:00 AM - 5:00 PM. Pool Closing Services requested for times outside of normal service hours, including weekends and holidays, are subject to additional charges and in some cases are subject to local or municipal regulations.

C. Arvidson Pools & Spas provides numerous payment methods for Pool Closing Services:

1. Online Payment - If the online payment method is selected, Arvidson Pools & Spas staff will send an email message to the email address provided on the request form. That email message will include a link to PayPal secured payment services for the amount of the services requested on the form. By using this method the customer will be able to provide payment using a major credit card or a PayPal account.
2. Pay by Check - If a customer chooses to pay for requested Pool Closing Services by personal check, the personal check should be mailed along with a printed copy of the Pool Closing Services agreement to:

Arvidson Pools & Spas
Attn: Accounts Receivable
3209 South Illinois Route 31
Crystal Lake, IL 60012

If a check is mailed to Arvidson Pools & Spas for payment of Pool Closing services, please allow a minimum of five (5) days from receipt of the check before scheduling can take place.

3. Call Me For Payment Information - If this option is selected, Arvidson's staff will contact the pool or spa / hot tub owner, according to the information provided on the request form to ask for credit card information .
4. Pay in Store -Optionally, Pool Closing Services may be paid for by cash, check or credit card at any one of the three Arvidson Pools & Spas locations (Crystal Lake, Palatine or St. Charles).
5. All Pool Closing Services are scheduled on a first-come, first served basis. Arvidson Pools & Spas service staff will make a best effort to schedule the Pool Closing Services within the timeframes and parameters of your request. However, in some cases requested time frames may already be filled at the time when payment is received. In those cases, Arvidson Pools & Spas staff will work with the pool or spa / hot tub owner to schedule the Pool Closing Services at an agreeable time during our normal service hours. Pool closing Services requested outside of our normal service hours are subject to additional charges.

V. Individual Services

In addition to the above described Pool Closing Packages additional "a la carte" services can also be selected on the form. Any of the services described in this section that are not requested on the form but requested at the time of service, may require an additional visit by Arvidson Pools & Spas Service staff and may be subject to additional trip charges as well as the cost of the service as displayed on the form.

A. Spa / Hot Tub Closing

1. Attached Spa / Hot Tub - An attached spa / hot tub is defined as any spa or hot tub that shares plumbing facilities with a pool. For attached spa / hot tub closing services Arvidson Pools & Spas Service staff will: a) Disassemble all jets; b) Drain the spa / hot tub to winter water level;; c) Plug all applicable returns.

2. Portable Spa / Hot Tub - A portable spa / hot tub is defined as any spa or hot tub that uses plumbing or equipment that does not also serve a pool. For portable spa / hot tub closing services Arvidson Pools & Spas Service staff will: a) Drain the spa / hot tub; b) Clear all water lines and winterize with antifreeze; c) Secure the spa / hot tub cover. Arvidson Pools & Spas techs use a sugar-based antifreeze in the closing of portable spas. This antifreeze is prone to mold growth in warm temperatures. Therefore we recommend your spa be reopened or flushed in the spring once the average daily temperature reaches 50 degrees fahrenheit. This is usually around the middle of April.
- B. Vacuum Leaves & Debris
Arvidson Pools & Spas Service staff will perform a one time vacuuming around the pool and skim the surface to collect any debris. Please note that this is a one-time vacuuming of the pool bottom. Additional vacuuming by the pool owner may be required in pools with excessive debris and dirt.
 - C. Winter Cover Installation
 1. Auto Covers - For pools with automatic cover systems, Arvidson Pools & Spas Service staff will attempt to close the cover. It is the responsibility of the pool owner to refill the pool to the middle of the skimmer(s) after the Arvidson Pools & Spas service technician has completed your pool closing. Failure to do so may cause the pool cover to be pulled into the pool resulting in possible damage to the cover, tracks and the pool itself.
 2. Mesh Covers - For pools with a mesh cover, Arvidson Pools & Spas Service staff will: a) Raise cover anchors; b) Install the mesh cover.
 3. Solid Covers - For pools with a solid winter cover, Arvidson Pools & Spas Service staff will: a) Apply solid winter cover to pool; b) Attempt to secure the solid winter cover using water bags or winch & cable as provided by the pool owner. Water bags / Cover weights are not provided by Arvidson technicians.
 - D. Closing Chemical Treatment
Arvidson Pools & Spas Service staff will provide closing doses of sanitizer, algacide and enzymes according to the pool volume ("Pool Type") specified in the request form. **Pool chemicals should always be handled and administered by adults. All pool chemicals should be kept out of reach of children at all times.**
 - E. Cartridge Filter Cleaning
Arvidson Pools & Spas Service staff will: a) Remove filter cartridge(s) from filter, apply filter cleaner and rinse with fresh water supplied by pool owner; b) Cleaned cartridges will be left near pool for owner to store for the winter.
 - F. Closing fountains, autofills, waterfalls & other water features
Arvidson Pools & Spas Service staff will clear water lines and add antifreeze where applicable to all fountains, autofills, waterfalls and other water features as requested on the form.
 - G. Winterization of UltraViolet Unit
Our Service staff will disconnect the unions, evacuate water from the chamber and remove the lamp array and quartz tube for indoor winter storage. **Please indicate where the tech should leave the lamp array and quartz tube as these items are fragile.**
 - H. Cleaning the Saltwater Chlorine Generation Cell
Arvidson Pools & Spas Service staff will: a) Disconnect the generator cell from pool plumbing; b) Clean the cell using cell cleaner and reconnect to pool plumbing.
 - I. Closing In-Floor Cleaning Systems
Arvidson Pools & Spas Service staff will: a) Clear all in-floor cleaning system water lines; b) Winterize with antifreeze or vacuum seal as appropriate and install winterization plugs provided by pool owner. Pricing for closing in-floor cleaning systems is based on the number of central valve-head units, not the number of cleaning jets.
- VI. Worksite And Safety
 - A. Local & Municipal Code Compliance
The pool or spa / hot tub owner is responsible for compliance with any and all local and municipal codes involving but not limited to buildings, electrical, safety, plumbing and piping. Further, the pool or spa / hot tub owner is responsible for adherence to all applicable homeowner association rules and regulations.
 - B. Safety And Safe Work Site
It is the responsibility of the pool or spa / hot tub owner to provide a safe worksite for Arvidson Pools & Spas Service staff, free of hazards and dangers.
 - C. Property and Equipment Access
It is the responsibility of the pool or spa / hot tub owner to provide Arvidson Pools & Spas Service staff physical access to the worksite and all equipment associated with the pool or spa / hot tub. Failure to provide access to the pool or spa / hot tub may result in rescheduling and may be subject to additional trip or labor charges.
 - D. Pets & Domestic Animals
The pool or spa / hot tub owner is responsible for containing and restraining pets or domestic animals when Arvidson Pools & Spas Service staff are on site.
 - VII. Customer Satisfaction
 - A. Our goal is your complete satisfaction.
 - B. In the event that work is not completed to your satisfaction, please notify Arvidson Pools & Spas Service Department Manager at (815) 459-0660 immediately upon noticing the issue. Our goal is to address the issue and provide any necessary corrective action in a timely manner.



Did you know we offer custom holiday lighting? Our service includes design, installation, maintenance and storage. Just one less thing to worry about. Call Bill Grant for a free consultation and quote. Book before October 15, 2017 for preferential scheduling.

Call today at (815) 701-0072

Or visit us at

ChristmasDecorByArvidson.com

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