



ARVIDSON  
POOLS & SPAS

EST. 1958

MAKING YOUR LIFE BETTER AT HOME

## **2024 Hot Tub Closing Services Agreement**



August, 2024

Dear Arvidson Customer,

We at Arvidson Pools & Spas have enjoyed visiting your homes this year and providing a variety of maintenance and repair services to help you make the most of your “wellness at home” experiences. If you are considering winterizing your hot tub and/or swim spa this winter, please use the form below.

This year’s Winterizing contracts will look very similar to all our returning customers, but feel free to reach out to us at [Service@Arvidsons.com](mailto:Service@Arvidsons.com) if you have any specific questions about the details of our Agreement.

As always, we encourage you to read carefully all of the details and conditions of the work that we will perform within the scope of the agreement. Special Note: Any work that we are requested to perform outside of that described in the agreement will be billed in addition to the price you paid when you submitted it.

Please review the Agreement as soon as possible as all scheduling requests are processed on a first-come, first-served basis.

As our Winterizing services are in great demand, our ability to welcome new customers to our winterizing schedule may be limited. If Arvidson hasn’t winterized your hot tub or swim spa in the past, we may need additional information before we can confirm your request. Depending on the circumstances around your hot tub or swim spa we reserve the right to decline your Agreement after receiving it. All declined Winterizing Agreements will be notified within 72 hours of receipt and a full refund will be issued.

Thank you for your patronage this year. It’s always our goal to provide the best service experience each and every time, and we look forward to helping you winterize your hot tub or swim spa this fall and reopening it again next spring.



**Zz Johnson**  
Service Manager  
P 815.459.0660  
[EzzJ@Arvidsos.com](mailto:EzzJ@Arvidsos.com)

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

## SELECT A SPA / HOT TUB CLOSING PACKAGE

<p><b>We will close your portable or attached spa</b>                      <b>See Page 3 for Details</b></p> <p><input type="checkbox"/> Close my Spa    <b>★ See Important Warnings</b></p> <p><input type="checkbox"/> I have an attached Spa    <input type="checkbox"/> Swim Spa</p>	PRICING (Please circle the appropriate amount)	
	Portable Spa	Swim Spa
	\$350.00	\$440.00

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

## Replace Filter Cartridges:

<p><b>Arvidson will order new filter cartridges for you and (if available at time of closing) will install them, or (if not available at time of closing) will provide delivery at no additional cost.</b></p> <p><input type="checkbox"/> Number Of Filters Desired:</p>	PRICING (Please circle the appropriate amount)	
	Single Cartridge	Multiple Cartridges
	\$00.00	\$00.00

## HOT TUB ID ( WHEN AVAILABLE)

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

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

## COMMENTS & ADDITIONAL INFORMATION

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

<b>TOTAL</b>	
Add up all of the circled prices on page 1 and 2 and write the amount to the right ⇒	

**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](mailto:ServiceRequest@arvidsons.com)      **Return by Fax to:** (815) 459-1733

## 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 closing services.

## POOL CLOSING PACKAGES

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

## ADDITIONAL SERVICES

<b>Spa Closing Package</b>	<b>Attached Spas</b> An attached spa / hot tub is any spa or hot tub that shares plumbing facilities with a pool. <ul style="list-style-type: none"><li>• Disassemble all jets</li><li>• Drain the spa / hot tub water to the winter level and plug all applicable returns</li></ul>	<b>Portable Spas</b> 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"><li>• Drain the spa / hot tub</li><li>• Clear all water lines and winterize with antifreeze</li><li>• Secure the spa / hot tub cover</li></ul>
<b>Cartridge Filter Cleaning</b>	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.	
<b>Fountains, autofills, waterfalls &amp; other water features</b>	Our Service staff will clear water lines and add antifreeze where applicable.	

## Hot Tub / Swim Spa 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.

### II. Pool Closing Packages

#### A. 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. The Hot Tub/Swim Spa Closing Package Limitations

The 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 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. Hot Tub Closing Services are performed on-site during Arvidson Pools & Spas normal service hours, Monday - Friday, 8:00 AM - 5:00 PM. 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

2. 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.
3. 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, Arvidsons 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

1. 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.

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?

Turn your home into a winter wonderland this holiday season. Our turn-key service includes custom design, installation, maintenance and storage. Call Bill Grant for a free consultation and quote. Book early to secure your preferred scheduling.

**Call today at (815) 701-0072**

Or visit us at

**[ChristmasDecorByArvidson.com](http://ChristmasDecorByArvidson.com)**

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