



Pool Vac Program Agreement

Hello and thank you for choosing St. Cyr Pool and Spa for your Pool and Spa needs. We value your business and strive to deliver an outstanding customer experience. The Pool Vac Program is typically a weekly service but may require additional appointments at times based on the condition of the pool at each visit. For additional visits, we will do our best to schedule them as quickly as possible.

Service:

The Pool Vac Program visits are up to **one hour** of service and includes vacuuming, skimming the surface, brushing the walls, emptying the pump and skimmer baskets, testing and dosing of chemicals (chemicals are an additional cost, unless we use yours), and cleaning the filter, as needed.

Note: Repair services are not included in the Pool Vac Program and the Maintenance Technicians that perform this service will not be able to complete any repairs during these visits. It is the customer's responsibility to promptly notify us of any mechanical issues that may arise between visits. If the Maintenance Technician discovers any issues, a service request will be submitted and the issue(s) will be noted in the completion report.

Service Duration:

The Pool Vac Program begins with the opening of your pool and **requires a minimum of 10 visits**. There will be three back to back visits scheduled once the pool is opened. The first one will be scheduled within 48 hours of the pool opening and the remaining two will be within 48 hours of each other. If the pool does not require all three cleanings, we will cancel them and start the weekly visits.

Service Fees:

- The Pool Vac Program is \$139 per visit (plus the cost chemicals, unless we use yours)
- Services that will exceed the one hour limit must be pre-approved and will be charged an additional \$40 in 15 minute increment thereafter
- Pools with attached Spas are subject to an additional \$20 surcharge per visit

Payment Procedure:

A credit card is required to be kept on file for the duration of your Pool Vac Program. Your card will not be charged until work has been completed. All services will be billed within 24 hours of completion.

Note: As a paperless company, we do not provide paper receipts or notes. We will require a valid email address to be kept on file. This is where you will receive your Pool Vac Completion Forms, Invoices and Job Notifications.

Appointment Requirements:

Pool Maintenance

It is the responsibility of the customer to ensure that the pool operates for a **minimum of 8 hours per day**. As a Pool Vac Customer here is what you should know about maintaining your pool between visits; Check your water chemistry on a regular basis, especially on really hot days and after heavy rains. If you are unable to test your water, you may bring a water sample in to the store for a complimentary water test. Please let us know as quickly as possible if your pool gets cloudy or turns green before your next visit. This will assure that we are prepared for the visit and can remedy the situation.

Proper Water Levels

It is the responsibility of the customer to maintain the proper water level in the pool. If the water level is too low, equipment damage could occur and your Pool Vac appointment could be disrupted. Upon arrival, if water levels are inadequate, the technician will turn off the equipment and make a note in the completion form. You will be charged for this visit and you will not have a Pool Vac until your next scheduled visit. St. Cyr Pool and Spa is not liable for any damage caused by water level.

Automatic Covers

If the customer has an automatic pool cover, the customer will be responsible for removing any water and debris from the automatic pool cover prior to visits. The cover must be kept clean at all times.

Access

The customer must provide access codes, combination codes or keys required to access the pool area. All pets must be secured on Pool Vac days.

Service Delays

During Pool Vac weeks that include holidays, inclement weather, or any other delays, the schedule will be adjusted to provide service as soon as possible. Since it is impossible to predict certain events, your appointment is considered tentative. If we are unable to make your appointment for any reason, we will notify you as soon as we know and get you back on the schedule as quickly as possible. We will not offer credits or discounts for any of these events.

Also, we will not offer a credit or discount for service disruptions due to low water levels, cover issues, animal issues, access issues, or any other factors beyond our control. For any situation that would result in a cancellation, we require a minimum 24 hour written notification. These notifications must be sent to service@stcyrpoolandspa.com. If a return visit is required due to any of the reasons listed above or if we were not notified in writing that the appointment needed to be cancelled, a \$129.00 dispatch fee will apply.

We appreciate your understanding and cooperation as our team is dedicated to providing you with exceptional service. If you have any questions or concerns, please do not hesitate to call our office at 978-774-7005.

Authorization for Service

By signing this agreement, I authorize St. Cyr Pool and Spa to perform the Pool Vac Service as outlined in this document. I acknowledge and agree to the terms and conditions in this agreement. Any changes or cancellations must be submitted in writing to service@stcyrpoolandspa.com. Please allow up to 7 business days for any changes to take effect.

Name: _____ Date: _____

Address: _____

Signature: _____