



Spa Drain, Clean, and Refill Service Agreement

Hello and thank you for choosing St. Cyr Pool and Spa for your Spa Drain and Fill Service. We value your business and strive to deliver an outstanding customer experience. Please review the policy information specific to your job below. If you have any questions, kindly contact our office at 978-774-7005. Please do not reply to this email.

Communication Process:

After we have scheduled your spa opening, we will send a confirmation text and email. A reminder text and email will be sent the day prior to the service. The final notification you will receive is the dispatch text when our technician is en route to your location.

Appointment Window:

At this time we are unable to give a specific time of day for your spa opening. Unfortunately it is difficult to predict how long each appointment will take. However, you may call the office on the day of your appointment to see if we can provide you with a smaller window.

Note: Most appointments do not require the homeowner to be there, as long as everything we need to access is outside by the spa. If you need to or would like to be there for the appointment please let us know so we can note it on the appointment.

Payment Procedure:

A credit card is required to be kept on file when booking a service, even if you will be paying by check or online. Your card will not be charged until work has been completed.

Upon service completion you will receive an invoice via email, containing a link for online payment. If you prefer paying by check, you must be present during the repair to pay the technician on site prior to any work being started.

If a check was not provided and no online payment is received within 1 business day of the invoice delivery, the card on file will be charged. For billing-related inquiries, please contact the office at 978-774-7005.

Service Details:

Our comprehensive Spa Opening service includes up to 2 hours of service and the following steps to ensure your spa is in optimal condition:

Services Included:

- Safely drain the spa
- Clean the interior and exterior surfaces of the spa
- Fill the spa with fresh water
- Clean filters
- Test spa operations and functions
- Inspect the spa for potential leaks
- Add Stain and Scale treatment to protect against staining and calcium build-up from metals in the tap water (**Note: Chlorine is not added during this service**)

Services not included:

- Chemical Balancing
- Repair or replacement of spa equipment
- Leak Repair
- Surface Refinishing
- Removal or installation of spa covers and accessories
- Electrical or plumbing work related to the spa

For the services that are not included separate bookings may be required or specialized technicians; kindly contact our office for further assistance or scheduling.

At the end of the service, we provide an Equipment Bay Inspection Report. If needed, we can return for an additional fee of \$99.00 to balance the chemicals in your spa.

Pricing Considerations: Service exceeding 2 hours, including but not limited to low water pressure, will be charged an additional \$40 in 15 minute increment thereafter.

Utility and Access Requirements: Some services require access to customer utilities or disconnects, including but not limited to outdoor power outlets, equipment power disconnects, and running water from outdoor spigots. Our technicians require unobstructed access to the pool or spa area to carry out the service. Please note that technicians will not enter homes or basements, if a utility or disconnect is within the home, we ask that someone be present. Additionally, please ensure that all animals are secured and away from the service area on the day of the service to maintain safety for both our technicians and your pets.

Service Delays: During service 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.