



WEEKLY POOL SERVICE AGREEMENT

This agreement is made this day between Clements Pool Service (hereinafter referred to as "Clements Pool Services," and [redacted] (hereinafter referred to as Customer and collectively referred to as "The Parties") for services to be provided at the following address(es):

[redacted]

The Parties agree that Clements Pool Service will perform pool and/or spa maintenance, as defined by the "Checklist" (item #1 below) at the addresses specified above.

1. SERVICE FREQUENCY & RATE TYPE

- a. *Clements Pool Service* will provide service 1 time per week. The customer agrees to pay [redacted] on a monthly basis, with chemicals included.
- b. *Chemicals included in service*
 - Chlorine tablets
 - Alkalinity
 - 40# bags of salt (2/month)
 - Muriatic acid
 - Cyanuric Acid
 - Calcium Hardness
 - Shock and/or Liquid Chlorine
 - DE Powder
 - Yellow Treat and Phosphate Remover

2. **RATE CHANGES** In the event *Clements Pool Service* changes rate type or charge, *Clements Pool Service* will give Customers 30 days written notice before the rate goes into effect. We typically consider rate changes to adjust for market conditions annually.

3. SERVICE CHECKLIST

- a. *Clements Pool Service* will provide the following services to ensure optimal pool & spa conditions:
 - Water tested & Balanced (Readings & Dosages)
 - Cleaning Baskets
 - Brushing Steps & Benches
 - Skimming Debris
 - Filter clean bi-weekly or backwash as needed
 - Vacuum service bi-weekly or as needed

4. ADDITIONAL SERVICE VISITS

Weekly pool service includes one visit per week for cleaning and water chemistry adjustments. If the Customer requests an additional visit outside of the regular weekly schedule—for any reason



including, but not limited to, water chemistry testing or extra cleaning, system diagnostics or repairs, salt cell cleaning ect. —an additional service fee of **\$85 per visit** will apply. This fee covers labor, travel, and testing materials. Repairs and parts will be an added cost.

4. **ACCESS** It is the Customer's responsibility to make sure *Clements Pool Service* has access to the service location and the pool or spa is accessible and uncovered.
 - a. If Customer's stop is skipped due to reasons within Customer's control (such as leaving out an unfriendly dog, locking a gate without providing a code, etc.) *Clements Pool Service* will charge the weekly fee to cover mileage and labor costs.
 - b. *Clements Pool Service* does not remove pool covers. Please ensure pool covers are removed on service days. In the event a pool cover is on during our service stop, we will still check baskets and perform chemical readings.
 - c. Customers must notify Clements Pool Service of any additional services or work that may conflict with their scheduled weekly pool service day or time. Failure to provide such notification may result in Clements Pool Service charging the customer the weekly rate to cover mileage and labor costs.
5. **FILTER CLEANINGS**
 - a. Filter cleanings are an important part of maintenance and upkeep of pool and/or spa. *Clements Pool Service* will be conducting cartridge filter cleans on a *bi-weekly* basis. Filter cleans are included in your service. *On an annual basis we replace cartridges and perform break and cleans of DE filters at an additional cost to the customer.*
6. **UNSCREENED POOLS POST-SERVICE DEBRIS DISCLAIMER:**
 - a. Please note that Clements Pool Services is not responsible for any debris, leaves, or other materials that may enter the pool after the scheduled cleaning service has been completed. Due to environmental factors such as wind, storms, or nearby landscaping, debris may accumulate in the pool shortly after our visit. While we strive to leave your pool clean and ready for use, any such post-service accumulation is considered outside the scope of our responsibility, and additional visits to address these occurrences may incur an extra charge.
7. **SKIP WEEKS/INCLEMENT WEATHER**
 - a. In the event of inclement weather on the scheduled date of service, the pool and/or spa will be cleaned & serviced to the extent weather permits.
 - b. Circumstances can arise that prevent *Clements Pool Service* from performing service such as severe weather, an illness, or a holiday. In such an event,
 - c. Our standard weekly pool service plan includes 50 weeks of service per year. While there are 52 weeks in a year, clients are billed for 48 weeks (reflecting 4 weeks per month across 12 months). This billing schedule incorporates a two-week holiday break for our team, during which no service is performed. This break occurs annually during the week of Thanksgiving and the week of Christmas to New Year's. This structure ensures



consistent pool care throughout the rest of the year while allowing our team time off for the holidays.

8. **REPAIRS** As part of our service of your pool or spa, we will perform routine maintenance to ensure optimal performance of your system
 - a. Repairs less than \$65.00 will be considered automatically approved.
 - b. Repairs greater than \$65.00 will be sent to you for your approval.
9. **PAYMENT** The customer will be billed on the first of the month, with payment due by the 15th. Clements Pool Service will accept a credit card on file. By providing this information, you are authorizing Clements Pool Service to charge the card for services provided pursuant to this agreement.
10. **COMMUNICATION** In addition to emailed service reports, Clements Pool Service may also send text messages from time to time. By providing your cell phone number, you authorize Clements Pool Service to contact you by SMS text.
11. **TERMINATION** The Parties agree that the contract can be terminated by either party upon *15 days* in writing. In the event the Customer fails to pay within 15 days, or does not abide by the clauses outlined in this contract, this contract will be considered terminated.

By signing below, you agree to the terms and conditions in this service agreement.

Signature

Date

Print Name



CUSTOMER INFORMATION

First Name: _____ Last Name: _____

Company (if applicable): _____

Billing Street Address: _____

City: _____ State Abbr. _____ Zip: _____

Mobile Phone Number: _____

Mobile Phone 2: _____

Additional Phone: _____ ☐ Mobile ☐ Home ☐ Work

Email 1: _____

Send Invoices? ☐ Yes ☐ No

Receive Service Emails? ☐ Yes ☐ No

Email 2: _____

Send Invoices? ☐ Yes ☐ No

Receive Service Emails? ☐ Yes ☐ No

Gate or Access Code: _____

Special Access Instructions: _____

Dogs: ☐ Yes ☐ No Are they friendly? ☐ Yes ☐ No

Dog or Pet Name(s) if applicable: _____

BILLING

Name on Card: _____ Billing Zip: _____

CC #: _____ EXP: _____ CCV: _____