



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
 - Clean salt cell (chlorinator) if applicable every 8 weeks

4. SERVICE & REPAIRS OF EQUIPMENT

Our pool technicians are trained and assigned to perform routine pool maintenance, and basic visual inspection of pool equipment for proper operation. If there is an issue with your equipment



your pool technician will notify our office and we will reach out to you to schedule a Diagnostic Visit with our Service & Repair technician. There is an additional service fee of \$85 per visit. During this visit our Service & Repair team will diagnose the issue and provide you with a quote for repair. The \$85 diagnostic fee must be paid prior to the quote being sent.

5. WEATHER

We aim to provide full service each week. However, sometimes due to environmental conditions such as lightning storms, heavy rains, high winds, or other acts of nature, providing full service on your designated service day may not always be possible. However, we will still check and adjust the chemicals and empty the baskets, regardless of the weather conditions

6. ACCESS It is the Customer's responsibility to make sure the pathway to the pool is clear, that we have 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.

7. 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.

8. 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.

9. BILLING CYCLE

- a. We bill for 48 weeks of service per year, based on a standard 4-week-per-month cycle. Although there are 52 weeks in a calendar year, the extra 4 weeks are meant to allow for holidays, severe weather, or other unavoidable service interruptions. This ensures your rate stays consistent and predictable throughout the year. We allow our technicians time off the week of Thanksgiving and the week between Christmas and New Year's, we do



not service pools those two weeks. We may shift your service date to accommodate other holidays throughout the year.

10. **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.

11. **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.

12. **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.

13. **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: _____