



# 2023 Hot Tub / Swim Spa Opening Services Agreement

DATE	
/	/

## GENERAL INFORMATION

NAME:	
ADDRESS:	HOME PHONE: ( ) -
	CELL PHONE: ( ) -
EMAIL:	PREFERRED METHOD OF COMMUNICATION: <input type="checkbox"/> PHONE <input type="checkbox"/> EMAIL <input type="checkbox"/> TEXT

## SELECT OPENING TIME FRAMES

Write in your three most preferred weekly time frames for your Hot Tub Opening Services: (Example: "Week of March 24")  
**EARLY BIRD SPECIAL: SCHEDULE YOUR OPENING FOR THE MONTH OF MARCH AND GET 10% OFF**

FIRST CHOICE:	SECOND CHOICE:	THIRD CHOICE:
---------------	----------------	---------------

Detail any specific scheduling needs you might have in this space \*

## SELECT A SPA / HOT TUB OPENING PACKAGE

<b>We will open your portable or attached spa</b> <ul style="list-style-type: none"> <li>Clean the filters (3)</li> <li>Inspect all Spa / Hot Tub equipment (1)</li> <li>Fill the spa / hot tub (4)</li> <li>Add an initial dose of BioGuard® Stain &amp; Scale(5)</li> <li>Clean the Spa / hot cover (2)</li> </ul>	PRICING (Please circle the appropriate amount)	
	Portable Spa	Swim Spa
	\$320.00	\$425.00

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

Make/Brand:	Model:	Other Info:
-------------	--------	-------------

## METAL & CALCIUM REMOVER TREATMENTS

Add CuLator Ultra Power Pak and/or Vanishing Act (Please circle one or both options) → <ul style="list-style-type: none"> <li>CuLator is a metal elimination and stain prevention agent that rapidly removes minerals from the water.</li> <li>Vanishing Act is used in salt water hot tubs to remove calcium from the water.</li> </ul>	Vanishing Act Cal	CuLator Spa Pack
	\$42.99	\$26.99

## TOTAL

<b>Add up all of the circled prices and write the amount to the right ⇒</b>	
---	--

## PAYMENT INFORMATION

Indicate below how you would prefer to pre-pay for your selected Hot Tub Opening Services.

Pay online with a credit card   
  Pay with credit card on file   
  Please call me for my payment information

By signing on the line below you indicate your agreement with the Arvidson Pools & Spas Pool Opening 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

## Additional Service Options:

### REPLACE FILTER CARTRIDGES

Arvidson will order new filter cartridges for you and (if available at time of opening) will install them, or (if not available at time of opening) will provide delivery at no additional cost.

Filter Quantity  
Desired

Please provide a quote for new filter cartridges for my Hot Tub or Swim Spa.

Brand:

Model:

Year:

### COMMENTS & ADDITIONAL INFORMATION

Add any additional comments, questions or requirements you might have regarding your Hot Tub opening:

## Arvidson Pools & Spas Hot Tub & Swim Spa Opening Services Terms & Conditions

### I. Service Limitations

The Opening Services described above include only the services specifically enumerated in this Agreement. All additional services and actions requested of Arvidson Pool & Spas' service staff by the 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.

**Access to Water Source:** Owner agrees to have ready access to fill water source (working outdoor spigot, working garden hose, etc.) available to technicians' use when they arrive to perform the Opening. Without the ability to access water to fill the vessel the Opening will need to be rescheduled to a later date.

**Equipment Repairs :** Any and all equipment or system repairs required to bring the spa / hot tub and associated equipment into proper working order will be conducted separately from the opening services described here and are subject to normal service rates, including trip charges and costs of parts necessary to complete the needed repairs.

### II. Payment & Scheduling

All Opening 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 staff will contact the hot tub or swim spa owner using the contact information provided in the request form to schedule the opening services requested. Arvidson Pools & Spas provides numerous payment methods for Opening Services:

**Paying Online :** 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 secure payment services for the amount of 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.

**Pay with Card on File:** This option is only available to Arvidson customers who have previously placed on file with our office an encrypted version of their credit card .

**Paying By Check:** A check should be mailed along with a printed copy of the Hot Tub Opening Services agreement to: **Arvidson Pools & Spas, Attn: Accounts Receivable, 3209 South Illinois Route 31, Crystal Lake, IL 60012.** Please allow a minimum of three (3) days from receipt of the check before scheduling can take place.

**"Call Me For Payment Information"** - If this option is selected, Arvidson's 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 .

**Pay in Store** -Optionally, Pool Opening 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).

All Opening Services are scheduled on a first come, first served basis. Arvidson Pools & Spas will make a best effort to schedule the Opening Services within the timeframes and parameters requested. 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 spa / hot tub owner to schedule the services at an agreeable time during our normal service hours. Opening Services requested outside of our normal service hours are subject to additional charges. All opening services are performed on-site during normal service hours, Monday - Friday, 8:00 AM - 5:00 PM. Opening Services requested for times outside of normal service hours, including weekends and holidays, are subject to additional charges.

### III. Individual Services

In addition to the above described Opening Packages additional "a la carte" services can also be selected on the request form. Any work requested at the time of service, may require an additional visit by Arvidson Pools & Spas staff and may be subject to additional trip charges as well as the cost of the service as displayed on the form.

### IV. Worksite And Safety

**Local & Municipal Code Compliance:** The 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 spa / hot tub owner is responsible for adherence to all applicable homeowner association rules and regulations.

**Safety And Safe Work Site:** It is the responsibility of the spa / hot tub owner to provide a safe worksite for Arvidson Pools & Spas Service staff, free of hazards and dangers.

**Property and Equipment Access:** It is the responsibility of the 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.

**Pets & Domestic Animals:** The spa / hot tub owner is responsible for containing and restraining pets or domestic animals when Arvidson Pools & Spas staff are on site.

### V. Customer Satisfaction

Our goal is your complete satisfaction. 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.