



# 2024 Pool Maintenance Service Agreement

NAME \_\_\_\_\_ PRIMARY PHONE NUMBER \_\_\_\_\_

ADDRESS \_\_\_\_\_ CITY, STATE, ZIP \_\_\_\_\_

EMAIL ADDRESS \_\_\_\_\_ ALTERNATE PHONE \_\_\_\_\_

We hereby propose to provide pool service at the above address. Each visit will consist of:

- Vacuuming & skimming as necessary
- Cleaning & emptying of baskets
- Brushing of tile / water line
- Testing water & adding chemicals
- Cleaning filter as necessary
- Checking equipment
- Cleaning automatic cleaner bag
- General area clean up

## The following terms and conditions apply to the service:

1. **Safety Issues:** The customer is responsible for maintaining local code compliance regarding safety issues including, but not limited to, decks, fencing, gates, electrical, etc.
2. **Water Level:** We will add water while on site if needed and will turn it off when we leave. It is the homeowner's responsibility to maintain proper water level.
3. **Chemicals:** All chemicals are provided by Arvidson Pools & Spas at additional costs. These include, but are not limited to, sanitizers, balancing chemicals, algaecide, & cleaners. It is the homeowner's responsibility to maintain proper chemistry unless you are a weekly maintenance customer.
4. **Cancellation / Rescheduling:** In the event you need to cancel or reschedule your weekly service, please notify us via phone (815) 459-0660 Ext 113 or Email (Servicerequest@Arvidsons.com) at least 24 hours in advance to avoid a \$50 trip charge.. If for some reason you need to cancel the service, we require a one week written notice.
5. **Pets:** It is the homeowner's responsibility to contain and restrain their pets whenever a service technician is on the property or service will not be performed..
6. **Equipment / Pool and Spa Repairs:** We will contact you directly if our technician notices an issue with your equipment or pool. If you notice a problem with your system prior to our next scheduled stop, please contact us immediately. Once the repair is authorized by you, we will dispatch the next available technician to your residence. You will receive priority scheduling.
7. **Customer Satisfaction:** Our goal is your complete satisfaction. In the event that a job is not satisfactorily completed, please notify "ZZ" Johnson, Service Manager within 48 hours, so that we can look into the matter and resolve it quickly. If you do not bring the issue to our attention, we cannot correct the situation and consequently will not issue any credits.

Please circle your desired service frequency

I would like pool service:

<b>Weekly</b>	<b>Bi-Weekly</b>	<b>Monthly</b>
(\$130 - \$150 Per Visit)	(\$160 - \$180 Per Visit)	(Call for Details)

All Contracts Over 25 Miles From Our Crystal Lake Location Are Subject to Additional \$20 Trip Charge Per Visit

I hereby authorize Arvidson Pools & Spas to do the work and agree to pay according to the terms outlined in this agreement. I authorize Arvidson Pools & Spas to contact me for my credit card payment information. I authorize Arvidson Pools & Spas to maintain my credit card payment information on file and charge my credit card after each individual service visit. I acknowledge that the service will be suspended if the account is not current within 30 days.

SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_