



## **Spa Drain, Clean, and Refill Service Agreement**

Dear Customer,

Thank you for choosing St. Cyr Pool and Spa for your Spa service needs. 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.

### **Service Details:**

Our comprehensive Spa Drain, Clean, and Refill service includes the following steps to ensure your spa is in optimal condition:

- Safely drain the spa
- Clean the interior and exterior surfaces
- Refill the spa with fresh water
- Clean filters
- Test all spa operations and functions
- Inspect equipment area for potential leaks
- Add Stain and Scale treatment to prevent staining and calcium build-up from metals in tap water (Please note: Chemicals are not balanced during this service)

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.

### **Communication Process:**

After booking, we will send a confirmation text and email. A reminder text will be sent the day prior to the service, followed by a dispatch text when our technician is en route to your location.

### **Appointment Window:**

We have scheduled your service within a 4-hour window. In most cases, your presence is not required. If

necessary, we will notify you in advance.

### **Payment Procedure:**

A credit card on file is required when booking a service. Upon service completion, you'll receive an email invoice within 24 hours 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. If no online payment is received within 1 business day of the invoice being sent, the card on file will be charged. For billing-related inquiries, please contact Ruth Ann at 978-774-7005.

### **Service Considerations:**

Please note the following considerations for your Spa service:

**Services Not Included:** Please note that our comprehensive spa maintenance service does not include chemical balancing, repair or replacement of spa equipment, leak repair, surface refinishing, removal or installation of spa covers and accessories, or electrical or plumbing work related to the spa. These services may require separate bookings or specialized technicians; kindly contact our office for further assistance or scheduling.

**Service fees:** Services exceeding 2 hours, due to low water pressure, will be billed in 15-minute increments.

**Water:** Successful completion of our spa maintenance service, we kindly request access to your water supply to fill the tub. Please ensure that we have unobstructed access to a water source, such as an outdoor faucet.

**Electricity:** This service requires access to an outdoor outlet and spa power disconnect. 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.

**Access Requirements:** Ensure our technician has unobstructed access to the pool or spa area to carry out the service.

**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. No credit will be provided for service disruptions due to low water levels, animal issues, access issues, or any other factors beyond our control. The customer is required to notify us of appointment cancellation at least 24 hours in advance. If a return visit is required due to any of the aforementioned issues or late cancellation, a \$99.00 dispatch fee will apply.

We appreciate your understanding and cooperation. Our team is dedicated to providing you with exceptional service. If you have any questions or concerns, please don't hesitate to call our office at 978-774-7005.