



Pool Opening Service Agreement

Dear Customer,

Thank you for choosing St. Cyr Pool and Spa for your Pool 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 team will efficiently prepare your pool for the upcoming season by performing the following tasks:

- Remove and store the cover
- Remove all plugs from plumbing lines
- Install eyeball return fittings, skimmer baskets, etc.
- Install ladders and handrails
- Connect pool equipment and install drain plugs
- Prime pump and filter and get the system running
- Inspect equipment and pool surface for possible issues
- Add opening chemicals

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 delivery, 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 Pool Opening service:

Services Not Included: Please note that our pool opening service does not include pool cleaning, tarp-style water bag cover removal, filter element cleaning, replacement of faulty pool equipment, water testing, or adding salt to saltwater pools. These services may require separate bookings or specialized technicians; kindly contact our office for further assistance or scheduling.

Water Level: The customer is responsible for ensuring proper water level at time of service. Kindly ensure water is ½ way the pool skimmer. If the water level is too low at the time of service we will be unable to test any equipment.

Equipment: Any equipment or accessories found to be a safety hazard by our team will not be installed or left running. This includes handrails and ladders that cannot be securely fastened.

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.