



Pool Vac Program Agreement

Hello and thank you for choosing St. Cyr Pool and Spa for your Pool and Spa needs. We value your business and strive to deliver an outstanding customer experience.

The Pool Vac Program is typically a weekly service but may require additional appointments at times based on the condition of the pool at each visit. For additional visits, we will do our best to schedule them as quickly as possible.

Service:

The Pool Vac Program visits are up to **one hour** of service and includes vacuuming, skimming the surface, brushing the walls, emptying the pump and skimmer baskets, testing and dosing of chemicals (chemicals are an additional cost, unless we use yours), and cleaning the filter, as needed.

Note: Repair services are not included in the Pool Vac Program and the Maintenance Technicians that perform this service will **not** be able to complete any repairs during these visits. It is the customer's responsibility to promptly notify us of any mechanical issues that may arise between visits. If the Maintenance Technician discovers any issues, a service request will be submitted and the issue(s) will be noted in the completion report.

Service Duration:

The Pool Vac Program begins after the opening of your pool and **requires a minimum of 10 visits**. Depending on the needs of the pool, additional cleanings may need to be scheduled once the pool is opened in order for the water to be safe for swimming.

Each of these visits will be charged the same as weekly appointments. If the pool does not require them, we will begin with weekly visits, but if the pool experiences an algae bloom, more visits will be required to address it.

Service Fees:

- The Pool Vac Program is \$159 per visit (plus the cost chemicals, unless we use yours)
- Services that will exceed the one hour limit must be pre-approved and will be charged an additional \$40 in 15 minute increments thereafter
- Pools with attached Spas are subject to an additional \$25 surcharge per visit

Payment Procedure:

A credit card is required to be kept on file for the duration of your Pool Vac Program. Your card will not be charged until work has been completed. All services will be billed within 24 hours of completion.

Note: As a paperless company, we do not provide paper receipts or notes. We will require a valid email address to be kept on file. This is where you will receive your Pool Vac Completion Forms, Invoices and Job Notifications.

Appointment Requirements:

Pool Maintenance

It is the responsibility of the customer to ensure that the pool operates for a **minimum of 8 hours per day**. Additionally, here are best practices for maintaining your pool between our visits:

Check your water chemistry on a regular basis, especially after swimming, on hot days, and after heavy rainfall. If you are unable to test your water, you may bring a water sample into the store for a complimentary water test. Test strips can also be purchased at any of our retail locations while your water is being tested.

Please let us know as quickly as possible if your pool gets cloudy or turns green before your next visit. This will assure that we are prepared for the visit and can remedy the situation.

Proper Water Levels

It is the responsibility of the customer to maintain the proper water level in the pool. If the water level is too low, equipment damage could occur and your Pool Vac appointment could be disrupted. Upon arrival, if water levels are inadequate, the technician will turn off the equipment and make note of it in the completion form. You will still be charged for the visit and services will not resume until your next scheduled appointment. St. Cyr Pool and Spa is not liable for any damage caused by water levels.

Automatic Covers

If the customer has an automatic pool cover, they will be responsible for removing any water and debris from the automatic pool cover **prior to visits**. The cover must be kept clean at all times to ensure consistent cleaning service.

Access

The customer must provide access codes, combination codes or keys required to access the pool area. All pets **must be secured** on the customer's appointment date.

Service Delays

During weeks that include holidays, inclement weather, or any other delays, the Pool Vac schedule will be adjusted to provide service as soon as possible. Due to unforeseen circumstances, your appointment is always considered tentative. However, if we are unable to make your appointment for any reason, we will notify you as soon as possible and get you back on the schedule for the soonest available date. We will not offer credits or discounts for any of these events.

Additionally, we will not offer a credit or discount for service disruptions due to low water levels, cover issues, unsecured pets, access issues, or any other factors beyond our control.

For any situation that would result in an appointment cancellation, we require a minimum of 24 hours notice. These notifications must be sent to service@stcyrpoolandspa.com, texted to our service line directly at 978-209-8774, or received by a service department representative directly over the phone by calling 978-774-7005 and selecting "Service".

If a return visit is required due to any of the reasons listed above or in the event we were not notified of the cancellation in writing, a \$129.00 dispatch fee will apply.

We appreciate your understanding and cooperation, as our team is dedicated to providing you with exceptional service and a worry-free pool season.

If you have any questions or concerns, please do not hesitate to call our office at 978-774-7005 and select "Service".

Authorization for Service

By signing this agreement, I authorize St. Cyr Pool and Spa to perform the Pool Vac Service as outlined in this document.

I acknowledge and agree to the terms and conditions in this agreement. Any changes or cancellations must be submitted in writing via email to service@stcyrpoolandspa.com or texted to 978-209-8774.

Please allow up to 7 business days for any changes in service to take effect.

Name: _____ Date: _____

Address: _____

Signature: _____