

## **Terms of Service (v5.2020)**

### **1. Holiday Schedule**

The following holidays are standard for us: New Years, Memorial Day, Fourth of July, Labor Day, Thanksgiving, Christmas. If your pool cleaning falls on one of these Holidays your pool will be cleaned on another day of that same week. If you have any special cleaning requests near a holiday, please call us a week in advance to help ensure we can accommodate your requests

### **2. Billing Schedule**

In most instances we bill in advance based on a flat rate of 4 weeks of service per month. If a customer requests a suspension or cancellation of maintenance services, we will consider refunds of unfulfilled service visits on a case by case basis.

Payments for one-time cleaning, chemical treatments and repair work are collected on the day that the service work begins. Some work will take more than one business day to complete. The credit or debit card that you have on file with us will be charged for these items.

### **3. Pool Covers**

If you leave a safety cover on your pool we will not take it off to clean the pool. We will still be able to balance the chemicals and perform the basics of our service, but we will not be able to brush, vacuum, or net while the safety cover is on the pool. All other aspects of the service will still be rendered.

### **4. Full and Partial Pool Cleaning Time**

The time allotted for "Full" service pool cleaning is generally between 30-60 minutes on site on a weekly basis with all standard "Full" weekly pool service quotes. Partial and Chemical Only service levels do not have a minimum time amount, but can take as little as 5 minutes on site to complete.

### **5. Freezing Weather**

If we arrive at the temperature is below freezing, we will not vacuum or turn off the pump due to the risk of the capacitor not being able to re-start the motor in the cold weather. In addition, freezing weather can also cause ice to form on the lid seal for pool pumps. If we believe ice is forming we may choose to forgo opening your pump lid.

### **6. Lightning and Rain**

If we arrive to clean your swimming pool and there is rain, we will still perform all the possible service items on your pool. Technicians can often vacuum the floor the best they can even though they may not be able to see it as clearly. If there is lightning nearby when we arrive to clean your swimming

pool, we will still perform all possible service items without using the aluminum pole due to safety concerns. These visits will serve as the pool cleaning visit for the week and we will not return for a second service.

#### **7. Pets on the Property**

For the safety of your pets and our technicians please make arrangements for your dogs or other animals to be put inside or in a separate area from the pool on the day of service. We are not responsible for dogs or other animals if they escape from your yard or are injured while we are at your property.

If your pet does not disturb a pool cleaning technician from performing his or her duties, we may still service your pool at our discretion. However, our service technicians or other employees cannot assume responsibility for the safety of your pets.

#### **8. Heaters and Pool Timer Systems**

Pool heaters have a number of inherent risks including risks of fire, electrical shock, pressurized boiling water, and carbon monoxide poisoning. Pool Timer Systems can be incorrectly wired and also include risks of fire and electrical shock. Pool cleaning technicians are not permitted to make any adjustments to Heaters or Pool Timer Systems.

If you have any technical questions about Heaters, Pool Timer Systems or other components of your pool equipment, please call the office for advice and basic trouble shooting. We have repair technicians that can provide further on-site support.

#### **9. Pool Water Circulation and Filtration**

It is crucial that your swimming pool have proper circulation and filtration throughout the year in order to be serviceable. Without these your pool is a stagnant body of water like a pond that we will not be able to maintain.

We ask and require that all our pool maintenance service customers run their equipment at least 4-6 hrs a day in the Winter Months and at least 12 hrs a day during the warmest part of the day between March and October. The circulation helps prevent algae and keeps our chemicals maintaining your pool water more naturally. Without proper daily circulation and filtration times, follow up visits to address algae and other issues may require addition service charges or not be performed at all under weekly pool cleaning service arrangements.

**Note:** There could be special circumstances where your pool may need more circulation.

#### **10. Water Level Maintenance**

Water level maintenance is the responsibility of our customers. It is common for swimming pools to lose 2-4 inches of water a week due to evaporation in the summer months and low water could mean

your pump(s) could incur damage from running dry -- so it is important that water always be kept at a proper level.

#### **11. Quote Amounts and Service Rate Changes**

We reserve the right to refuse service or to change a quote for service or repairs. If a change in a quoted amount is required, we will notify you in advance. If a rate change in ongoing maintenance is required after being on service, we will typically give a 30 day advance notice.

#### **12. Repair Service Calls for Diagnosis on Equipment Issues**

If we find that your pool equipment is not working properly, we will contact you advising you of the situation and ask for your permission to perform a service call for diagnosis by a one of our repair technicians. Diagnosis fees may apply.

**Note:** Your pool cleaning technician is trained and capable as an equipment operator. This means he can use the equipment and often tell when a piece of equipment is not working properly. However, cleaning technicians are not trained or licensed to disassemble equipment for diagnosis.

#### **13. Initial Startup Visit**

It is important that your pool be clean, algae free, and chemically balanced when we begin your monthly service. Some pools may require an initial startup visit, which will be quoted to you in advance. The regular monthly cleaning contract begins on the week after the initial startup visit. A Beyond Blue Pools representative will determine if this service is required.

#### **14. Service Schedule**

Your pool is scheduled to be serviced on the same day each week. From time to time we may need to temporarily complete service on a different day. We also may need to permanently change your scheduled service day. We will make reasonable efforts to let you know in advance of these service schedule changes.

#### **15. Extra Cleaning**

In the event the pool requires extra cleaning due to weather or other factors, additional visits may be scheduled at a separate agreed upon rate.

#### **16. Customer Satisfaction**

If you are not completely satisfied with our services, please contact our office within 48 hours. We shall not offer refunds or credits for issues that are brought to our attention on a later date, but will make every effort to correct any problems that have been brought to our attention.