



GATEWAY POOLS

Pool Service Agreement

2017

Date:

Name:

Email:

Phone:

Address:

City:

Zip:

Welcome and thank you for choosing Gateway Pools as your pool care company! We have worked hard to set the standard for quality and service in the swimming pool industry. This service agreement outlines our commitment to provide the most professional care for your pool or spa. If you will take a few moments to read it carefully, it will help to avoid any future misunderstandings.

WEEKLY SERVICE PLAN

Under our "weekly service" plan, the customer pays for chemicals in addition to the monthly service rate. The maintenance tech will alert the customer when chemicals are needed and will deliver them at the customer's request, or the customer may purchase them on their own. If the customer does not have the necessary chemicals, they will be provided off of our truck at an additional charge.

1. Payment Option (select one):

Annually Annual Rate \$_____ (plus chemicals) **\$65 Per Cleaning***

Under our annual payment option, the customer agrees to pay in full for all seasonal service upfront. Any chemicals needed or additional charges will be billed monthly as services are rendered. This option provides the best value.

Monthly Monthly Rate \$_____ (plus chemical) **\$75 Per Cleaning***

Under our monthly payment option, the customer agrees to pay per month (one month in advance) for weekly service only during the scope of the season. Any chemicals needed or additional charges will be billed monthly as services are rendered.

Year Round Monthly Rate \$_____ (plus chemicals) **\$75 Per Cleaning***

Under our Year Round payment option, the customer agrees to pay per month (one month in advance) for weekly service broken down into 12 monthly payments. Any chemicals needed or additional charges will be billed monthly as services are rendered.

Services Included: On each service, our maintenance tech will do the following:

<input type="checkbox"/> Vacuum the pool with our equipment	<input type="checkbox"/> Empty the skimmer and pump baskets
<input type="checkbox"/> Brush the walls and steps	<input type="checkbox"/> Light sweeping of surrounding deck area
<input type="checkbox"/> Skim debris on top of water surface	<input type="checkbox"/> Test and adjust the water chemistry
<input type="checkbox"/> Backwash and recharge filter as needed	<input type="checkbox"/> Note any problems with the equipment

- Service Schedule:** Your pool will be done by the same technician on the same day each week, unless your regular technician is unavailable. We will notify you if the pool will be done on a different day for any reason.
- Initial Startup Visit :** It is important that your pool be clean, algae free and chemically balanced when we begin your monthly service. On all pools, we provide the initial startup visit at a charge of \$75.00 per hour plus chemicals. The regular monthly cleaning contract begins on the week after the initial startup visit.

4. **Equipment Problems:** If your maintenance technician notices a problem with the pool, he will leave you a note and contact our office. In the event a problem arises, please call our office as soon as possible to authorize a repair service call by one of our trained equipment repair specialists.
5. **Pets:** It is the customer's responsibility to contain and restrain all pets. We will do our best to keep the gate closed at all times, but we cannot be responsible if a pet gets out while we are doing our job. In addition, the customer accepts responsibility for any injuries inflicted by pets on our technicians.
6. **Access:** The customer must provide ready access to the maintenance tech on the day of service, either by providing a key or insuring the pool and equipment area are unlocked on the day of service. If the tech is locked out, there will be a \$15.00 trip charge to return and clean the pool. No refunds will be given for lockouts.
7. **Holidays:** If your normal visit falls on a Holiday, the pool will be cleaned on an alternate day. The charges will remain the same.
8. **Water Level:** It is the customer's responsibility to maintain the water level. We cannot be responsible for any equipment damages or other issues that arise as the result of low water level in the pool.
11. **Inclement Weather:** In the event of rain or freezing weather, we will perform a chemical and equipment check only on the pool, leaving out those items that require the use of a pole for an alternate date in the week.
12. **Salt Chlorinators:** We understand and appreciate the benefits of salt water chlorination, however, salt is still a corrosive mineral and Gateway Pools cannot and does not accept any responsibility for any damage, staining, corrosion or deterioration of any of the pool equipment or surfaces, that may result from the use of salt in the pool.
13. **Service Problems:** If you are not completely satisfied with our service, please contact us immediately. We do not offer refunds or credits for problems that are brought to our attention at a later date, but we will make every effort to come out and correct any problems immediately when you bring such issues to our attention.
14. **Heavy Leaf Fall:** During certain times of the year, due to leaf fall, it may be advisable for the homeowner to empty the skimmers and traps in between our visits. This will help to insure that the equipment is not damaged due to lack of water flow.
15. **Extra Cleaning:** In the event the pool requires extra cleaning due to vandalism, poor drainage or other human factors, there will be an additional charge of \$75.00 per hour plus chemicals for this additional work.
16. **Freezing Weather:** In the event of freezing weather, water circulation must be maintained continuously through the equipment to prevent freeze damage. It is also critically important during freezing weather to do whatever it takes to maintain the proper water level.
17. **Payment:** A valid, current credit card number is required for payment of all monthly charges. Visa, Amex, MasterCard and Discover are accepted. Gateway Pools, Inc. will bill your service to your card and send an itemized receipt at the end of every month after the work has been completed. In the event your credit card is declined, your service may be interrupted.
18. **Special Events:** If you are having a special event at your pool, please let us know so we can schedule our service accordingly. We can schedule extra cleaning visits as needed at an additional charge.

19. Other Services

Equipment Repairs – We have a full staff of trained repair professionals who are available to diagnose and repair your pool equipment problems. We charge a basic service fee to diagnose the problem and provide an estimate, but this fee is applied to the cost of the repair if you decide to have us do the work.

Liner Replacement – When it comes time to change the liner of your pool, we are happy to provide our expert assistance and Gateway Pool's quality service in this area. Please call for an estimate.

Other Notes _____

** Per cleaning price can be subject to additional cost due to outside factors such as travel, additional equipment or options, and size of pool. Gateway Pools, Inc. will adjust the terms as necessary and final pricing will be agreed upon with customer at time of signing.*



Credit Authorization

The customer agrees to the terms and conditions contained in this Pool Service Agreement and authorizes Gateway Pools to bill all service charges to their credit card. In the event the card is no longer usable, the customer agrees to provide a replacement card number at their earliest convenience.

Credit Card Authorization Form

We accept MasterCard, Visa, Discover, and American Express.



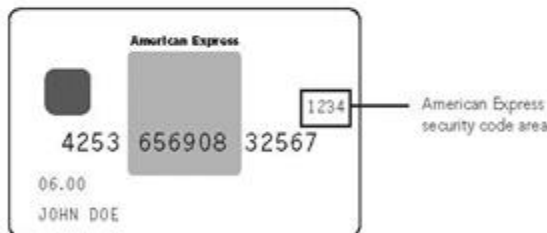
Type of Card: MasterCard Visa Discover American Express

_____ Name on Credit Card

Credit Card Number: _____

Security Code:
(Diagram Below) _____

Expiration Date: _____ / _____ / _____



Cardholder's Billing Address: _____

Phone Number: _____

It is understood that this is an ongoing agreement to clean your pool and/or spa on a weekly basis. If at any time you wish to cancel service, written and/or email notification to Gateway is required to the address at the bottom of this form. Restarting the service may incur a one time cleaning fee to bring the pool back up to Gateway standards.

Customer Signature _____

Date _____

Customer Phone Numbers _____

Email _____