

## 2017 Pool and Spa Service Contract

Name: \_\_\_\_\_ Mailing Address: \_\_\_\_\_ City: \_\_\_\_\_  
 Address of Pool or Spa: \_\_\_\_\_ City: \_\_\_\_\_ Postal Code: \_\_\_\_\_  
 Home Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_ Work Phone: \_\_\_\_\_  
 Email Address: \_\_\_\_\_  Receive Invoices/Statements via Email  
 Schedule my Pool Closing for the week of: \_\_\_\_\_ (Subject to change based on availability and weather)



**Choose your Pool Closing Options** - (description of services on page 2):  
**Travel Charges Included** (Moncton, Dieppe, Riverview)

**In Ground:**

- I have an IN GROUND POOL (basic closing) - **\$260**
- I have a WINTER COVER or LEAF NET - **\$120**
- Add a CLOSING KIT and BALANCING CHEMICALS to my pool - **\$120**
- Close my IN GROUND POOL with CLOSING KIT and COVER - **\$460**

**Above Ground:**

- I have an ABOVE GROUND POOL (basic closing) - **\$240**
- I have a WINTER COVER or LEAF NET - **\$100**
- Add a CLOSING KIT and BALANCING CHEMICALS to my pool - **\$60**
- Close my ABOVE GROUND POOL with CLOSING KIT and COVER - **\$360**

**Other Options:**

- I would like my phosphates tested & treated, if present (Pool Magic Spring and Fall + Phosfree) - **\$23.99**

Please note we clean all salt cells on site at time of closing. This is to help maintain the life of the cell. The fee for this is \$24.99 and will be automatically added to your closing invoice.

Please note we return all cartridge filters to our shop for proper cleaning and storage. This is to ensure they are in proper condition for spring openings. The fee for this is \$74.99 and will be automatically added to your closing invoice.

**Spa Closing**

- I have a spill-over spa attached to my pool - **\$199**
- I have a portable spa that is not attached to my pool - **\$199**
- I have a portable spa and no pool - **\$229**

**Special Instructions:** \_\_\_\_\_

**I would like a FREE quote on a winter safety cover:**

- My pool size is: \_\_\_\_\_
- My pool decking is:  Concrete  Pavers  Grass/Planters

**Please sign below** - The customer hereby acknowledges that they have read, understand and agree to Waterworks' Terms and Conditions (located on page two) and request the above services.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Deposit information** - Minimum deposit of \$200 required to book pool closing service

- Payment is enclosed
- Charge my credit card -  Mastercard  Visa

Credit Card #: \_\_\_\_\_ Expiration Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

*Please Note: Pool Closing season is a very busy time for our service department. We are taking pre-bookings for up to 30 pool closings for each week between October 1 and November 10. These spots will be filled on a first-come first-served basis. We will have a waiting list for bookings after the first 30 for each week, but we cannot guarantee when or if we will be able to close each pool on the waiting list.*

*We will attempt to close pools during the requested week, but weather and other issues can cause us to adjust our schedule as needed.*

## Pricing and Descriptions of Closing Pool Services

**In Ground Pool Closing:** The plumbing will be drained and/or removed and filled with anti-freeze. Add up to 20L. Atlantic 12, depending on size and water clarity. Drain filter, pump, heater, etc and put all plugs, o-rings and gaskets in the pump basket, add anti-freeze to filter and heater. Install plugs, styrofoam and gizzmos as needed. Additional charges may apply.

**If purchased:** Test and balance alkalinity and calcium. Add Winterizing Kit.

**If purchased:** Install winter cover and/or leaf net as required. We are not responsible for returning to remove leaf nets prior to freezing.

**Above Ground Pool Closing:** Water will be drained from pool to appropriate level. The plumbing will be drained and/or removed. Add up to 15L. Atlantic 12, depending on size and water clarity. Drain filter, pump, heater, etc and put all plugs, o-rings, and gaskets in the pump basket, add anti-freeze to filter and heater, install plugs and gizzmos as required. Additional charges may apply.

**If purchased:** Test and balance alkalinity and calcium. Add winterizing kit.

**If purchased:** Install winter cover and/or leaf net as required.

Note: Large (60,000+L.) On Ground Pools will be considered In Ground for pricing purposes. Small and Medium On Ground Pools will be considered Above Ground Pools.

Note: If you have a winter cover or leaf net and your water bags are damaged or leaking, our service technicians will replace as many as are required at a cost of \$15.99 + HST each.

Note: If you have a drop-in step or in-pool lounge that you would like removed, please let us know in advance as these items can be very heavy and require specific crews. If we are not alerted to this before the closing, there may be an extra charge to send a different crew.

### Does not include:

Cleaning leaves or debris from pool

Vacuumping pool

**Spa Closing:** Water will be drained from spa. Antifreeze will be blown into the lines and the cover will be put back on the spa.

**HOMEOWNER TO ADD SPA PURGE THE NIGHT BEFORE THE CLOSING!**

### Hourly Service Charges - After the first hour of initial service call out.

Our Service Technician rates are \$99 per hour plus \$40 for his assistant. These rates begin when we arrive on-site and stop when we leave. Travel time is billed by KM; notes below.

### Travel Service Charges

**Travel charges are billed for hourly jobs, and jobs outside of Moncton/Dieppe/Riverview.** Travel time is billed per KM based on the round-trip KM's from our office to your house, according to Google Maps. Charges range from \$0.90-\$2.80 per KM depending on distance and crew size.

### Owner Responsibilities

Home owner to leave gate unlocked, or provide us a key for access. Sheds to be left unlocked and clean. Extra work to clean the shed will be billed at our hourly rates. Leave out all winterizing equipment, covers, water bags, plugs, gizmos, etc. Double check that an outdoor hose bib is running and accessible and that there are functioning power plugs outdoors.

Please respect our crews and clean up after your dog before we arrive!

For best results in spring, close pool as late as possible and keep pool clean and clear until we arrive to close the pool. If you do not have a cover, continue removing leaves until ice arrives. Monitor pool's chlorine level until ice arrives and top up as needed. We cannot guarantee a clean or clear pool in spring.

Please notify us of any visible issues with the pool closing within 14 days of completion of our work.

If owner would prefer to have heater or heat pump tarped for winter, please provide tarp and bungee cords.

If owner would prefer to have solar blanket and roller tarped for winter, please provide tarp and bungee cords.

### Terms and Conditions

**Pricing does NOT include HST.**

If your pool is over 800 sq. ft. or if you have a water feature, extra charges may apply.

We are not responsible for winter covers coming loose due to water bags.

We are not responsible for the effects of hydrostatic pressure. Water exists in the earth and can, at times, cause liners to float, or concrete or fiberglass pools to pop out of the ground. We do not conduct soil water-saturation tests unless requested by a customer. Our Service technicians will assess apparent and observable site conditions, surface water, past and future weather forecasts in order to reduce the effects of hydrostatic pressure.

The customer is responsible for keeping their pool area and their pool equipment area safe, including drainage, non-skid decking, proper fencing and gates and accepts all responsibility for any injury resulting.