



## 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.

Cleaning and maintenance services do not guarantee equipment will operate without failure. For Weekly Pool Maintenance package customers, we guarantee a clear pool at all times except in the event of major storms, flooding, power or equipment failure, customer neglect leading to dirty water, or the existence of phosphates in the water.

Service Repairs to pools on the Weekly Pool Maintenance will be invoiced at regular rates/product prices – 10%.

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 safe, including drainage, non-skid decking, proper fencing, and gates and accepts all responsibility for any injury resulting.

**Owner Responsibilities** - Allow at least 10 days after the pool opening before you plan to swim; it can take time to clear up cloudy or green pools. We must have access to yard, pool and pool equipment on the day we are scheduled to open, or a service call will be assessed. Power and water MUST be on during our service call.

## Pricing and Descriptions of Pool Services

### Weekly Pool Maintenance Package:

Includes pool opening and cover removal with pool opening kit. Includes initial cleanup (up to 2 trips at 2 hours each - extra time will be billed per "Springtime Pool Cleaning"). Bi-weekly Pool Maintenance Service in May, weekly pool maintenance service from June to September, pool closing with cover and cleaning of salt cell and set of 4 filter cartridges is included. All chemicals are included. To receive the February discount pricing per page 1, packages must be paid in full during February.

### Semi-Monthly Pool Maintenance Package:

Includes pool opening and cover removal with pool opening kit. Includes initial cleanup (1trip up to 2 hours - extra time will be billed per "Springtime Pool Cleaning"). Semi-Monthly Pool Maintenance Service from May to September, pool closing with cover and cleaning of salt cell and set of 4 filter cartridges is included. All chemicals are included. To receive the February discount pricing per page 1, packages must be paid in full during February.

### Monthly Pool Maintenance Package:

Includes pool opening and cover removal with pool opening kit, monthly pool maintenance service from May to September, pool closing with cover and cleaning of salt cell and set of 4 filter cartridges is included. All balancing chemicals are included (customer pays for chlorine, algaecides, phosphate treatments, etc). To receive the February discounts per page 1, packages must be paid in full during February.

### Pool Opening:

Ladders, rails, slides, solar blankets and rollers, etc. will be installed. Equipment and plumbing will be hooked up. If water level is high enough, equipment will be setup and started. We will clean and scoop leaves up to 20 minutes – this does not guarantee a clean pool. Additional cleaning, if requested, will be billed per "Springtime Pool Cleaning". If not requested, it will be assumed the customer has agreed to perform additional cleaning as needed.

### Springtime Pool Cleaning:

If your pool is dirty, cloudy, and green and full of leaves after your opening, we can clean and clear up your pool. We will brush, vacuum, backwash, skim the surface and add the necessary chemicals to clear the pool. (Chemicals are extra). Several trips may be necessary, as dirt can become stirred up by vacuuming and must settle before continuing.

### Portable Stand-Alone Spa Opening:

Spa will be drained, anti-freeze will be removed, the spa surface and cover will be cleaned with the appropriate cleaners, the spa will be re-filled and the cartridges will be rinsed and washed, the spa will be started and balanced.

### Pool Maintenance Service:

Test and correct water balance, backwash filter, check and correct water level, visually inspect all equipment and plumbing, brush and vacuum pool every visit, skim pool surface, check and clean slides, diving boards, handrails, ladders etc, clean skimmer and pump baskets. Includes regular chemicals. **Note: Pool must be cleaned and balanced before first visit for all Pool Maintenance customers purchased after pool opening.**

### Service Charges:

Service calls include the first 30 minutes of service on-site and the travel charges to get to the site within Greater Moncton. Rates are: \$89 for one technician and \$119 for two technicians. It is at Waterworks discretion as to whether we send one or two technicians. Our Service Technician rates are \$109 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 service call out 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-\$4.00 per KM depending on distance and crew size.