



# PHD POOL DOCTOR Swimming Pool Service Agreement



**Welcome and Thank You for choosing PHD POOL DOCTOR as your Pool Care Company!!!**

We have worked hard for over 20 years 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 Swimming Pool!

## 1. Service Plan:

### **Platinum Plan**

Under our Platinum Plan, PHD POOL DOCTOR provides all the necessary maintenance and balancing of chemicals for your swimming pool. Chemicals are INCLUDED in this plan.

## 2. Services Included: Our pool technicians will do the following:

- ✓ Vacuum or leaf master the pool
- ✓ Blow debris off deck
- ✓ Empty the traps and skimmers
- ✓ Brush the walls and steps
- ✓ Empty the pool sweep bag
- ✓ Clean the pool sweep lint screen
- ✓ Test and adjust the water chemistry
- ✓ Backwash and recharge filter as needed
- ✓ Inform owner of any problems with the equipment

3. Service Schedule: Your swimming pool will be done on the selected day(s) of each week or month, unless we give you prior notice that service will be done on a different day for any reason.

4. Initial Startup Visit: It is important that your swimming 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.

5. Equipment Problems: If your pool technician notices a problem with the swimming 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.

6. Covered Pools: If your swimming pool is covered with an anchor style cover, we offer bi-weekly service at a reduced rate between October 1 and April 1. This is for covered swimming pools only and offered only during these months.

7. 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 pool technicians.

8. Access: The customer must provide ready access to the pool technician on the day of service, either by providing a key or ensuring the swimming pool and equipment area are unlocked on the day of service. If the tech is locked out, there will be a \$25.00 trip charge to return and clean the swimming pool. No refunds will be given for lockouts.
9. Holidays: We observe three holidays per year: Thanksgiving, Christmas, and New Year's Day. If your normal visit falls on one of these days, your swimming pool will not be cleaned, but on an alternate day, we will provide a chemical and equipment check. The charges will remain the same.
10. 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 swimming pool.
11. Inclement Weather: In the event of rain or freezing weather, we will perform a chemical and equipment check only on the swimming pool, leaving out those items that require the use of a pole. No refunds will be given for such visits.
12. Salt Chlorinators: We understand and appreciate the benefits of saltwater chlorination, however, salt is still a corrosive mineral and PHD POOL DOCTOR cannot and does not accept any responsibility for any damage, staining, corrosion or deterioration of any of the swimming pool equipment or surfaces, that may result from the use of salt in the swimming 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 ensure that the equipment is not damaged due to lack of water flow.
15. Extra Cleaning: In the event the swimming pool requires extra cleaning due to vandalism, poor drainage, or other human/environmental 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: We require a credit card to be on file for 30-day billing. (Otherwise, we require that you prepay for your services.) On the 1<sup>st</sup> of the month, an itemized invoice will be emailed to you. You can pay using the credit card on file, another credit card, or send a check. We charge a \$20 late fee after payment is 8 days late. If payment or arrangement is not made by the 15<sup>th</sup>, we will no longer service pool until payment is made. If payment is not received by the 15<sup>th</sup> of the month, the credit card on file will be charged. Any declined credit card will incur a \$20 returned item fee.  
  
\*\*\*To Set-Up for 30-day billing you can choose to send us your credit card info on the agreement or chose to set up your online billing account with your credit card info in it yourself. We can send you a link with instructions, however it does require a \$1 service fee to activate the account.
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. We also discount filter and salt cell maintenance for our cleaning clients.

**\* Customer Information \***

**Date:**

**Phone:**

**Name:**

**Address:**

**City:**

**State:**

**Zip Code:**

**E-mail:**

**Notes (Gate Code, etc.):**

**Platinum Plan**

**Monthly Rate \$ \_\_\_\_\_**

Under our Platinum Plan, PHD POOL DOCTOR provides all the necessary maintenance and balancing of chemicals for your swimming pool. Chemicals are INCLUDED in this plan. This rate covers the entire month of service, we will come to your pool and/or spa (if applicable) on a weekly basis.

The customer agrees to the terms and conditions contained in this Swimming Pool Service Agreement and authorizes PHD POOL DOCTOR to bill all service charges to their credit card listed below unless an alternate form of payment is made by the 7<sup>th</sup> of the month. In the event the card is no longer usable, the customer agrees to provide a replacement card number by the 15<sup>th</sup> of the month. If payment or arrangement is not made by the 15<sup>th</sup>, we will no longer service your pool until payment is made. After account goes 60 days unpaid, it will be turned over to collections.

\*\*\*To Set-Up for 30-day billing you can *choose* to send us your credit card info on the agreement or chose to set up your online billing account with your credit card info in it yourself. We can send you a link with instructions, however it does require a \$1 service fee to activate the account.

**SEND ME THE LINK TO SET UP MY BILLING ACCOUNT ONLINE MYSELF PLEASE.**

~ Credit Card Information ~

**Cardholder Name:**

**Card Billing Address:**

**City:**

**State:**

**Zip Code:**

**Card Type:**



**Card Number:**

**Expires:**

**CVV (3-digit code on back):**

This is an Agreement and **NOT** a Contract.

Either party can **CANCEL** service by providing the other with written notification at **ANY** time.

It is understood that this is an ongoing agreement to clean your swimming pool on the terms selected. If at any time you wish to cancel service, written and/or email notification to PHD POOL DOCTOR 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 PHD POOL DOCTOR standards.

Customer's Signature: \_\_\_\_\_ Date: \_\_\_\_\_