



MDPoolServices

979-966-3020

info@mdpoolservices.com

Service Contract

Customer name _____ Phone _____

Address _____ E-mail _____

Welcome and thank you for choosing MD Pool Services as your pool care company. Please take time to carefully read the contract to avoid any confusion in the future.

Weekly Service

Monthly Rate \$ _____ (taxes are applicable on all services) + Chemicals

Under our weekly service plan, the customer pays for chemicals in addition to the monthly service rate. The maintenance technician will alert the customer when chemicals are needed and will deliver them at the customers' 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. When adding chemicals to your own pool, please notify us if they are low. Pools consistently requiring longer than average cleaning times are subject to a monthly rate increase.

Above Ground Pool

Due to the nature of above ground pools MD Pool Services cannot guarantee pool will always be perfectly clean after our visit. Liners folds, creases, ladders/steps can hold on to dirt and other debris making a clean bottom nearly impossible. Above ground pools normally lack a main drain at the bottom of the pool so floor debris will occur and revisits will be not offered without a charge. Above ground pools also heat up faster in the spring and summer months making them prone to algae blooms between visits as they will use up chlorine faster. Our pool technicians will keep the safety of your liner in mind when adding chemicals to your pool and that means the pools will frequently require an owner to shock between service visits. High levels of chlorine will damage the liner of your pool and hoses over time and will only be done with the owners' written permission.

Services included

On each service, our maintenance technician will do the following as *needed*; vacuum or leaf master the pool*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*note any problems with the equipment.

Initial start-up visit

It is important that your pool be clean, algae free and chemically balanced when we begin your monthly service. On all dirty pools, we provide the initial startup visit at a charge of \$75.00-\$100 per week plus chemicals and any equipment repair. The regular monthly cleaning contract begins on the week after the initial startup visit.

Equipment Problems

If your maintenance technician notices a problem with the pool, we will leave you a note. Rates are subject to increase if certain equipment is not working and requiring more service than usual. i.e Pool auto vacuum is broken, filter is allowing debris through due to faulty cartridge or grids, etc.

Water Level

It is the customer's responsibility to maintain the water level. MD Pool Service is not responsible for any equipment damages or other issues that arise as the result of low water level in the pool. Technicians will do what they can for a low pool, but will not wait around for it to fill. Return visits will incur a trip charge.

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.

Inclement Weather

In the event of rain or freezing weather, we will, if able, perform a chemical and equipment check on the pool, leaving out those items that require the use of a pole. No refunds or free return trips will be given for such visits. Customers will need to remove any debris left by heavy winds and rain between visits. Cleaners will do their best to anticipate chemicals needed during heavy rainfall, but customer may need to add more or request an extra visit (See Extra Cleaning for cost). We will if able move a customer to a different day to accommodate weather but we do not guarantee this option will be available at all times and request must be made in advance.

Access

The customer must provide ready access to the maintenance tech on the day of service, either by providing a key or ensuring the pool and equipment area are unlocked on the day of service. If the tech is locked out, there will be a \$15.00-\$20.00 trip charge to return and clean the pool. No refunds will be given for lockouts. Technician will give reminders to customers if the grass needs to be tended to or any insect problems around pool equipment. Our technicians must be able to safely access the pool equipment at all times.

Holidays

New Year's Day, Good Friday, Easter, Memorial day, July 4th, Labor Day, Thanksgiving & Christmas. If your normal visit falls on one of these days, the pool will be cleaned on an alternative day. The charges will remain the same.

Covered Pools

If your 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 pools only and offered only during these months.

Salt Chlorinators

We understand and appreciate the benefits of salt water chlorination, however, salt is still a corrosive material and MD Pool Services cannot and does not accept and 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. Cleaning of salt cells is \$30

Service Problems

If you are not completely satisfied with our service, please contact us immediately. We do not offer refunds or credits for any 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.

Heavy Leaf Fall

During certain times of the year, due to heavy leaf fall, it may be advisable for the homeowner to empty the skimmers, traps, and pool sweep bag in between our visits. This will help to ensure that the equipment is not damaged due to lack of water flow.

Filters

Filter and Pool type determine how often filters need to be cleaned. The cost of a filter cleaning starts at \$85- \$125.

Extra Cleaning

In the event the pool requires extra cleaning due to vandalism, poor drainage, lawn care, or other factors, there will be an additional charge of \$25.00-\$40.00 per hour plus chemicals for this additional work. This also includes extra time spent at your pool during your regular weekly visit. If your pool is dirtier than normal, please inform us as soon as possible so our tech can schedule the appropriate time to get your pool clean to our standards. We recommend checking your pool the day before your scheduled cleaning to avoid any extra cleaning charges. During heavy pool use days please remember that you

may need to shock your pool. Pre rinsing swimmers and avoiding excessive sun lotions will help the chemicals continue to work after swimming. 1 sun screened body = 2 dirty swimmers. Please be safe and wear sunscreen and then shock your pool after heavy bather loads.

Special Events

If you are having a special event at your pool, please let us know so we can schedule your service accordingly. We can schedule an added cleaning visit as needed at an additional charge or simply change your service for the week..

Payment

All payments are due on the first of the month. Return check fee \$35.00.

A late fee of \$10 will be added to unpaid account as of the 15th of the month. This includes unpaid chemical balances & equipment balances.

Cancellation policy: We require 2 weeks written drop notice prior to the next months billing period on the 1st.

The customer agrees to the terms and conditions contained in this Pool Service Agreement and authorizes MD Pool Services to begin billing all service charges. 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 or change service, written and/or email notification to MD Pool Services is required to the address at the bottom of this form two weeks prior to the beginning of the next month. Restarting the service may incur a one-time cleaning fee to bring the pool back to MD Pool Services' standards.

Customer Signature _____ Date _____

Customer Phone Numbers _____ Email _____

Technician USE Only

Pool Size _____ Gal Salt / Fresh

Type and size of filter & M# and S# _____

Polaris / Creepy Crawler M# _____

Pump M# & Pipe Size _____

Schedule Day and preferred time _____

(Day and Times are subject to change due to route preferences by technicians and available cleaning slots per day)

Special Instructions

Recurring Credit Card Charge Authorization Form

I (we) hereby authorize MD Pool Services to make recurring charges to my Credit Card listed below, and, if necessary, initiate adjustments for any transactions credited/debited in error. Charges will be debited on the 1st of the month. There will be a \$10 re-processing fee if payment is declined; this is a separate charge from any other fees (late fee, service, etc).

This authority will remain in effect until MD Pool Services is notified by me (us) in writing to cancel it in such time as to afford MD Pool Services and Credit Card company a reasonable opportunity to act on it.

Monthly service ONLY Monthly Service, chemicals, fees & Taxes

(Name - PLEASE PRINT AS APPEARS ON CARD)

(Address - PLEASE PRINT)

(Phone Number - PLEASE PRINT)

(Email - PLEASE PRINT)

Please circle one: Visa / MasterCard / Discover / American Express

CARD NUMBER : _____

Expiration Date: _____ Cvv Code ; _____

Charge Amount: \$ _____ Billing Zip Code; _____

(Signature)

(Effective Date)



MD Pool Services

1802 S. Market St
Brenham, Texas 77833

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(plus any applicable taxes)

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Auto pay YES / NO