

Regular Maintenance Agreement Form

1.) Scope of Services:

In this section you choose the scope or what service or services you would like on each maintenance visit. Regardless of the scope of service you chose we will

- check the water chemistry
- inspect pool pump(s) for proper seal, leaks and proper grounding/wiring
- inspect filter for leaks and check psi
- proper function sanitizer feeder (chlorinator/salt generator)
- ensure all unions are free of leaks. We will also ensure all gates are closed before our departure (or left open if customer prefers)
- Customer portal with a log of your maintenances and services at the push of a button
- Having pool float and or toys filled up and placed directly in your pool that you order from the online store
- pretty buzz luxury sad cupboard actress basic teach begin planet around second

If you elect to have your pool physically cleaned here is what that would entail

- Vacuum the floor, slope and stairs of the pool
- brush walls, water line and stairs
- check water level and we will drain it if overfilled if a waste line is available. If it is under filled we will make a reasonable effort to fill, if water access is avail, and if the pool needs additional water we will notify the customer of the lack of water.
- inspect filter for leaks and check psi
- Clean filter when necessary
- check water level and we will drain it if overfilled if a waste line is available. If it is under filled we will make a reasonable effort to fill, if water access is avail, and if the pool needs additional water we will notify the customer of the lack of water.
- ensure water returns are pointed correctly
- ensure all unions are free of leaks. We will also ensure all gates are closed before our departure (or left open if customer prefers)
- Customer portal with a log of your maintenances and services at the push of a button
- Having pool float and or toys filled up and placed directly in your pool that you order from the online store
- Service Extras:
 - leaf blowing pool area ~7\$
 - before and after pictures [available in customer account] ~5\$
 - Unattached Spa Maintenance ~20\$

customer selected scope: value

customer selected extras: value

comments on extras:

2.) Notices and Communication:

- To establish a clear communication protocol for both routine and emergency situations. Specify how notices and communications will be delivered, whether by email, phone, or another method.
- The service provider will make reasonable efforts to notify the client in advance of any planned changes to the regular service schedule. Notifications may be communicated through , [preferred communication method] such as email or phone.
- The customer can enter their preferred communication method below [email, phone, sms]

customer selected scope: value

customer selected extras: value

comments on extras:

3.) Service Schedule:

Frequency of Service:

- weekly
- bi-weekly

- monthly

frequency of service : admin@admin.com

Inclement Weather:

- In the event of inclement weather conditions, such as heavy rain, storms, or extreme temperatures, the service provider reserves the right to reschedule maintenance visits for the safety of personnel and the proper execution of services. The client will be promptly notified of any rescheduling due to weather conditions.
- If you choose bi-weekly service we will service your pool at the earliest available time after the inclement weather has passed.
- If you choose weekly service do you have any preferences on how you would like weather delays handled? As in, would you like to "get it clean as soon as possible but if you can't by sat afternoon just wait till next week or just wait until next week" and in the event of a weather delay i will seek to accommodate this suggestion.

weather delay preference : value

Alternative Service Day:

- Upon the client's request, and with reasonable notice, the service provider may consider accommodating a temporary change to the regular service day for a specific event or occasion. The client must communicate this request in writing, specifying the desired alternative service day and the duration for the change.
- *thurs/fri's are not available days to reschedule on.

alternate day preferences : value

4.) Duration of Agreement:

- the conventional pool season is from memorial day to labour day but if you have your own schedule that is no problem and you can enter your desired start and stop dates. We will give you a suggested opening date to ensure that the pool is ready by that date. We can accommodate customers desired opening dates if given a reasonable amount of notice. 14 weeks From May 27, 2024: (memorial day) September 2, 2024: (labour day)

On what date would you like to start and stop service? (If you want to postpone the estimated closing date that is no issue this is just an estimate)

customer selected scope: Dec. 22, 2022

customer selected extras: Dec. 22, 2022

5.) Fees and Payment Terms:

- Card on File is necessary for regular maintenance
- There is a fee for the maintenance of the chosen scope - which can include physical cleaning, equipment inspection, chemical testing, adding chemicals etc
- If something needs to be replaced that is necessary for the proper function of the pool and is under \$50 the service provider will replace it at the time of service and add the replacement part to the invoice of the maintenance. Such as O-rings, skimmer baskets, etc. The prices of all the replacement parts are listed in the customer's online account of "thepoolbuddy.com".
- when laborious or technical work is requested, say for a repair, which does not fall in the scope of regular maintenance, it will be invoiced as a service call, which the rates will be posted in the customer portal for the customer's review. A repair will not commence without an explicit request through their preferred communication method.
- for a service stop that requires non technical work that takes approx 30 min or less only a travel fee will be applied of \$35-50 (depending on location). A travel fee will also be applied if the service provider is doing service on either a normal service day or one that was communicated and understood, and they do not have access to the pool.
- If the customer chose a plan that does not include chemicals and the customer needs chemicals for operation then the service provider will provide the needed chemicals at the retail price listed in the customer's thepoolbuddy.com online portal and the chemicals that were used will be added to the invoice.
- Regular maintenances will be charged on the following monday if you choose to pay by card. An invoice will be sent to your preferred communication method and be available for view on the customer's online account.

- You could pay by check but a card on file is still needed. If a customer wants to pay by check then they can pay on the first of the month, which will apply to the maintenances of that month. If the customers pool needs parts replaced they will be added to the following months invoice or emailed immediately depending on the customers preference. If by the 14th, the invoice does not get paid then the card on file will be charged. If the card declines then there will be a \$20 late fee that will be added to the invoice. Service could be discontinued if service goes unpaid for 30 days.
- 10% can be saved if you pay up front if pay for the entire season

Fees for Maintenance Visit consists of:

- The fee for the maintenance
- Filter Cleaning Fee (~every 45 days)[DE-\$20/Cartridge-\$35]
- Replacement Parts (O-rings, Skimmer Baskets, etc)[only when needed]
- Supplied Chemicals[if not included in maintenance agreement, needed for operation and supplied by the service provider]

customer selected scope: value

customer selected extras: value

customer selected extras: False

6.) Renewal and Termination:

- A customer can terminate the service agreement by contacting the service provider through their preferred contact method or the "quit maintenance agreement" button in the customer portal. There is a \$0 fee for canceling membership.
- if you paid by check and you still have credit in your account and you canceled your membership 48 hours before your scheduled maintenance then you will be refunded on all unused credit in a timely manner (within 7 days)

i understand termination : False

7.) Responsibilities of Each Party:

- If customer has a pool leak then they can not have a plan which includes the supply of chemicals. A pool that is leaking could dramatically increase the amount of chemicals needed to prevent algae. If the customer elects for us to locate and address the leak accommodations can be made.
- Define the responsibilities of both the service provider and the client. This may include the client's responsibilities for maintaining a safe pool environment between visits.
- The responsibility of the customer is to have working equipment outlined in the equipment section which needs to run for at least 7 hours per day and be running at the hottest parts of the day(1130-3pm).
- For particular regular maintenance plans that include chemicals with a periodicity of biweekly or weekly the service provider will guarantee clean, clear and sterile water. Given that the pool equipment is of good working order and the settings of the pool equipment do not get changed after the provider sets them.
- if there is any lack of performance on the part of the service provider in maintenance the customer needs to notify the service provider within 24 hours of the cleaning. When notified the service provider can schedule a return visit to remedy lack of performance in a timely manner that is convenient for the customer or the cleaning will be free of charge.

customer selected scope: False

customer selected extras: False

customer selected extras: False

customer selected scope: value

8.) Access to Property:

- Clearly state the procedures for accessing the property, including any requirements for the client to provide keys or access codes.
- We will need free access to the pool and also possibly where you store your chemicals if you choose us to use chemicals that you purchase. If the gate is normally locked arrangements need to be made. Here you can write what arrangements are convenient for you.
- If we arrive to service and can not access the back yard a \$35-50 arrival fee will be charged to the card on file depending on the location of the property.

customer selected scope: False

customer selected extras: False

customer selected extras: value

9.) Equipment and Supplies:

- In order for any gaurentee on the pool clarity all pool circulation and filtration equipment need to be in good working order.
- The customer needs to have a functioning pool pump that is of sufficient power to accomidate the siize of my pool. My pump is connected to a functioning timer hooked to continuous power. Without a pump of sufficient power then my pool water wont get sufficient circulation, lack of power to guide floating debris into skimmers and is condusive to algae growth.
- The customer needs to have a sanitizer feeder either plumbed in my circulation system or floating in the water
- After backwashing or due to evaporation are situations where the pool will need to be filled to ensure proper function. To do that there need to be a working spigot and a hose of adaqueate length.
- The customer needs to have a functioning waste line. Without a functioning waste line then removing excess water from the pool can be not covered in a routine stop.
- All my skimmers are working. Without functioning skimmers i understand that plant debris wont naturally be guided into the skimmer baskets and can result in the debris collecting on the surface then falling to the floor of the pool.

customer selected scope: False

customer selected extras: False

customer selected extras: value

10.) Liability and Insurance:

- The service provider, The Pool-Buddy, is a licensed and insured business. Proof of insurance and business license will be furnished on the final maintenance contract and upon request

Liability and Coverage:

service provider's Insurance Responsibilities:

- "The service provider maintains general liability insurance to cover any damage or injury that may occur during routine maintenance visits."

Client's Insurance Responsibilities:

- "The client is responsible for maintaining appropriate homeowner's insurance or a separate insurance policy that covers the pool and related structures on the property."
- "Both parties agree to promptly notify each other of any changes in insurance coverage that may affect the terms of this agreement."

Insurance understanding : False

Customer Signature:_____

Date:_____