



Pool Service Agreement

Prepared By: Melv Mason

Date:

Name:	Email:	Phone:
Address	City:	Zip Code:

Welcome and thank you for choosing Lake Nona Pools as your pool care company! This service agreement outlines our commitment to provide the most professional care for your pool or spa. If you will take a few moments to read it carefully, it will help to avoid any future misunderstandings.

Service Pricing (select one): Full Service _____

	Full Service Screened Pools Starting at \$100/Month	Full Service Unscreened Pools Starting at \$115/Month
Vacuum pool and spa	✓	✓
Backwash filter and inspect pump operation	✓	✓
Clean all skimmer and pump baskets	✓	✓
Skim Leaves and debris from water surface	✓	✓
Brush pool walls, steps, and floor as needed	✓	✓
Electronically test pH, chlorine, and total alkalinity levels	✓	✓
Refill automatic chlorinator with chlorine tablets	✓	✓
Test salt levels, and maintain proper salt level if applicable	✓	✓
Adjust chemicals, and shock pool as needed	✓	✓

Service Schedule: Your pool will be done by the same technician on the same day each week, unless your regular technician is unavailable. We will notify you if the pool will be done on a different day for any reason.

Equipment Problems: If your maintenance technician notices a problem with the pool, he will leave you a note plus email you at the end of our working day. In the event a problem arises, please call our office as soon as possible to authorize a repair service call by one of our trained equipment repair specialists.

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.

Access: The customer must provide ready access to the maintenance tech on the day of service, either by providing a key or insuring the pool and equipment area are unlocked on the day of service. If the tech is locked out, there will be no service that week.

Holidays: We observe 2 weeks holidays per year: One week pre summer and Christmas to New Year’s Day. The charges will remain the same.

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 pool.

Inclement Weather: In the event of thunder and lightning a limited service will be provided, we will perform a chemical and equipment check only on the pool, leaving out those items that require the use of a pole. No refunds will be given for such visits.

Salt Chlorinators: We understand and appreciate the benefits of salt water chlorination, however, salt is still a corrosive mineral and Lake Nona Pools cannot and does not accept any 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.

Service Problems: If you are not completely satisfied with our service, please contact us immediately.

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 insure that the equipment is not damaged due to lack of water flow.

Extra Cleaning: In the event the pool requires extra cleaning due to vandalism, poor drainage or other human factors, there will be an additional charge of \$75.00 per hour plus chemicals for this additional work.

Payment: Lake Nona Pools will invoice you on the 20th of each month prior to the month's service.

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.

Other Notes _____

The customer agrees to the terms and conditions contained in this Pool Service Agreement and authorizes Lake Nona Pools to bill all service charges on the 20th of each month.

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 service, written and/or email notification to Lake Nona Pools 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 Lake Nona Pools standards.

Customer Signature _____ Date _____

Customer Phone Numbers _____ Email _____



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