

## 2016 Residential Cleaning Service Agreement

Name \_\_\_\_\_ Daytime /text# \_\_\_\_\_ Email: \_\_\_\_\_

Pool located at \_\_\_\_\_ Access code/key info \_\_\_\_\_

Invoices and completed service reports will be emailed unless requested otherwise.

Note: \_\_\_\_\_

### Select Frequency of Service:

- Weekly Vacuum \$120.00                       Bi-Weekly Vacuum \$120.00  
 Monthly Filter Cleaning \$120.00                       Monthly Filter Cleaning with Vacuum \$145.00

### SERVICE TERMS AND CONDITIONS:

- Weekly and Bi-Weekly Cleaning Service Includes up to one hour service, Vacuum as needed. Empty pump and skimmer baskets, skim surface, brush pool, test chemicals and add maintenance dose of chlorine tabs, shock, and algaecide for chlorine pools. Salt water pools include 4 lbs Renewal. Backwash as needed, Clean cartridges when needed (additional time may be required). Bromine is not included and must be provided.
- Chemicals included with Weekly or Bi-Weekly Vacuum Service: Chlorine pools will receive up to 6 each 3" chlorine tablets, up to 4 lbs shock, and one maintenance dose of algaecide. Salt water chlorinated pools will receive 4 lbs of Mineral Springs Renewal. Any additional chemicals required above or in addition to this amount may be determined necessary by our Service Technician and invoiced at the months end. Additional billable chemicals include salt, calcium, alkalinity, acid, stabilizer, extra shock above 4 lbs, liquid shock, additional or specialty algae treatment, phosphate treatment, stain or metal removers.
- \*\*NOTE - Bi-Weekly service customers are responsible for maintaining pool chemicals in the off weeks.
- Monthly Filter Cleaning Includes disassembling and cleaning filter on site, Test chemicals give recommendations, Empty pump and skimmer basket. \*Note: Monthly Service does not include chemicals. If you would like us to add Chemicals and invoice please check here \_\_\_\_\_.
- In the event that a visit takes longer than one hour, additional labor charges will apply at \$23.75 per ¼ hour, example: extra labor needed for storms, spring pollen, leaves, filter cleaning.
- If a scheduled week includes a major holiday Memorial Day, July 4<sup>th</sup>, or Labor Day, we may adjust the service schedule by 1-2 days to provide service to all our customers before the holiday. If service cannot be completed because of inclement weather or for any other reason your service will be performed 1-3 days after the normal service day, no later than Saturday of the week. We will always complete the scheduled service in a timely and efficient manner.
- Customers are responsible to keep pool and spa water at proper level. If the water level is too low we may not be able to service and will note on the service email that water needs to be added.
- Customers are responsible for removing standing water and debris from Automatic pool covers. If we find it necessary to remove water on scheduled service day an additional charge of \$120.00 per hour will apply.
- There will be no credits issued to the customer for service not provided due to locked gates, animal issues, low water level, or any other problems beyond our control that might prohibit us from providing service. If you feel a service visit was missed or you are not satisfied for any reason please contact our office within 24 hours.
- Services for the month will be invoiced at the beginning of the next month and charged to your credit card. Please complete the credit card authorization information below. If Payment is made online or by check it must be received within 15 days of date of invoice. If payment is not received within 15 days then we will discontinue service until payment is made. Payment can be made online at [www.ferrari pools.com](http://www.ferrari pools.com).

**Authorization for Service:** By signing this agreement, I hereby authorize Ferrari Full Circle Pool Service to perform the above selected service on my swimming pool for the 2016 pool season. I understand and agree to the terms and conditions as stated above. I authorize monthly charges to be made to my credit card for these services, unless other payment arrangements have been made in writing. Cancellation of this agreement may be made at any time, with no penalty, by either party. Any changes in service or cancellation can be made by contacting the service department in writing with receipt required email to [service@ferrari pools.com](mailto:service@ferrari pools.com). Please allow up to 2 business days upon our receipt prior to scheduled service date for changes to become effective.

Name on Card \_\_\_\_\_ Check to use card provided on reverse side of this form.

\_\_\_ Visa \_\_\_ MasterCard \_\_\_ Discover \_\_\_ Amex CC # \_\_\_\_\_ Exp. Date \_\_\_\_\_ CVC Code \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

Please return this Agreement either US mail, fax 508-329-5064, or scan to email [service@ferrari pools.com](mailto:service@ferrari pools.com).