

Name: \_\_\_\_\_ Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

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

Access code/Key info/Notes: \_\_\_\_\_

Invoices and completed service reports are emailed.  Check here if you would prefer to have paper invoices mailed.

**SELECT VALET PROGRAM**  Weekly Valet \$150.00  Bi-Weekly Valet \$160.00  Monthly Filter Valet \$165.00

### TERMS AND CONDITIONS

**Weekly and Bi-Weekly Valet Service** includes up to one-hour service, vacuuming as needed, empty baskets, skim surface, brush pool, test chemicals and add included maintenance chemicals. Filter will be backwashed, or cartridges cleaned as needed. Valet service will start immediately after Spring Cleanup has been completed.

**Maintenance Chemicals Included with Weekly or Bi-Weekly Valet Per Visit:** Chlorine pools will receive up to 6 chlorine tablets, up to 3 lbs. shock as needed, and one maintenance dose of algaecide. Saltwater chlorinated pools will receive one Mineral Springs Renewal treatment. Any additional chemicals needed above or in addition to this amount may be determined necessary by our Service Technician and will be added and invoiced. Additional billable chemicals include any extra chemicals needed other than what is included. Chemicals such as salt, calcium, alkalinity, acid, stabilizer, shock, liquid shock, specialty algae treatment, phosphate treatment, stain or metal removers are not included. If any additional chemicals are needed, they will be added and invoiced.

**Monthly Filter Valet Includes** disassembling and cleaning filter on site, Chemical Test with recommendations. **\*\*Note: Monthly Service does not include chemicals or vacuuming. If you would like for us to add and invoice chemicals, please initial here \_\_\_\_\_.** If a visit takes longer than one-hour for any service, additional labor charges will apply per ¼ hour. Example: extra labor needed for a large pool, excessive debris, storm clean up, spring pollen, leaves, filter cleaning.

**\*\*NOTE - Bromine or any other non-chlorine products are not included with any service and must be provided by customer.**

**\*\*NOTE - Bi-Weekly service customers are responsible for maintaining chemicals and equipment during the off weeks.**

**\*\*NOTE - Customers are responsible to ensure pool runs daily at recommended intervals and time typically 10-12 hours per day.**

**\*\*NOTE - Valet rates do not include maintenance or repairs of pumps, equipment or structure.**

**Maintain Proper Water Level** - It is the customers responsibility to maintain pool and spa water at a proper level. If the water level is too low, we will not be able to provide service. If we find water is low, we will turn the system off and notify you on our service report that water needs to be added and service cannot be performed. Improper water level can result in serious damage to pool equipment. Ferrari Full Circle will not be responsible to fill or drain pools to the proper level.

**Automatic Pool Covers** - Customers are responsible for removing standing water and debris from automatic pool covers. Auto Covers should always be kept clear of water and debris.

**Access** - Please provide code, combination, or hide a key. Please ensure your pets are secured. There will be no credits issued to 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 we arrive on our regular schedule day and we are not able to access your pool for any reason listed above, there will be no credit for the missed visit. If we must return before the next scheduled visit, a \$50.00 return trip fee will be assessed. If you feel a service visit was missed or you are not satisfied for any reason, please contact our office within 24 hours. If 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 customers scheduled before the holiday. If service cannot be completed because of inclement weather or for any other reason your service will be performed to the best of our ability.

*Services for each month will be invoiced at the end of every month. Payments will be processed at the beginning of the following month and charged to your credit card on file. Please complete the credit card authorization information below. Accounts must have an active credit card on file to be serviced.*

### 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 current season. I understand and agree to the terms and conditions as stated above. I authorize monthly charges to be charged to my credit card for these services. Any changes in service or cancellation can be made by contacting the service department in writing with receipt required to email: [service@ferrari pools.com](mailto:service@ferrari pools.com). Please allow up to 7 business days upon our acknowledgement of receipt prior to scheduled service date for changes to become effective.

Signature: \_\_\_\_\_ Date of Acceptance: \_\_\_\_\_

**You will be contacted by our Service Department for credit card information.** Please save and return this agreement via email to [service@ferrari pools.com](mailto:service@ferrari pools.com), or print and fax to 508-329-5064, or print and US mail to **Ferrari Full Circle Pool Service, 29 Washington St, Westborough, MA 01581.**