



Sparkle Pool & Spa Service Agreement

Prepared by:

Date:

Name:

Email:

Phone:

Address:

City:

Zip:

Welcome and thank you for choosing Sparkle as your pool care company. We are committed to providing the highest quality pool and spa care service possible for our customers. Our service agreement outlines our commitment to providing the most professional care for your pool or spa. Please take a moment to read it carefully, it will help to avoid any future misunderstandings.

1. Service Pricing Monthly Cost: (Choose One)

Sparkle Clean Options	Pool Only – Pool/Spa	Standalone Spa
Sparkle Weekly Maintenance	Starting at \$200	\$175
One Time Cleaning	Starting at \$125	\$125
Algae Treatment	Starting at \$350	\$250
Sparkle Chemical Only Service	Starting at \$150	\$150
Sparkle Filter Clean	\$165	\$125
Sparkle Filter Clean w Salt	\$185	N/A

- Service Schedule:** While we understand the importance of maintaining a schedule and a technician, this isn't always plausible. We will notify you if the pool will be done on a different day or technician for any reason.
- Equipment Problems:** If your service technician notices a problem with the pool, you will receive notification within 48 hours from Sparkle staff indicating what the issue is and what is needed to fix it; however, for severe issues the technician will inform you in real time. For maintenance issue(s) over \$75 in value, they will be resolved once staff receives your repair authorization.
- Repairs:** Repairs are not included in the monthly service fee. Repairs under \$75 will be performed immediately and charged separately to the Customer using the payment method on file. Repairs that are greater than \$75 shall require Customer authorization in advance of the repair.
- 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 the pet gets out while we are doing our job. In addition, the customer accepts responsibility for any damage to equipment or injuries inflicted by pets to our technicians.
- Access:** The customer must provide ready access to the maintenance tech on the day of service, either by providing access to the key or ensuring the pool and equipment area is unlocked on the day of service. If the tech is locked out there will be no refunds. We will do our best to secure an alternative date/time within the week if possible. If we can reschedule there will be a \$25.00 convenience fee assessed.
- Holidays/Trainings:** Sparkle will be closed, and service will not be provided as follows: 1) One week for training during late summer or early fall (Customer will be notified of the week in advance), 2) the last week of December (Monday-Friday of Christmas) and one additional week TBD during the calendar year. These dates are already accounted for in calculating the monthly service fee. Therefore, no credit is due.
- Inclement Weather:** We believe your pool should be serviced as long as it's safe for our technicians. That's why we have a rain or shine policy. We will provide as much of the scheduled service as the weather conditions will permit to include balancing the water chemistry.

9. **Heavy Leaf Fall:** During certain times of the year, due to leaf fall, it would be impossible for the maintenance tech to completely rid the pools of debris every visit. When appropriate the maintenance tech will remove as much debris as time allows. It would also be advisable for the homeowner to empty the skimmer and pump baskets in between our visits. This will help to ensure the equipment is not damaged due to a lack of water flow.
10. **Service Problems:** If you are not completely satisfied with your service, please contact us immediately, by either calling (469) 443-4338 or sending an email to mark@sparklepoolcare.com. We do not offer refunds or credit for problems that are brought to our attention at a later date, but we will make every effort to come out and correct any problems swiftly once brought to our attention.
11. **Extra Cleaning:** In the event the pool requires extra cleanings due to vandalism, poor drainage, or any other factors, there will be an additional charge of \$130.00 per hour plus chemicals for this additional work.
12. **Payment:** We accept several forms of payment to include credit cards (there will be a \$5.00 processing fee for paying with a credit or debit card per transaction), ACH, checks and Zelle. The customer is responsible for updating their account in the Billing Portal and the payment method on file will be charged the monthly service fee on the 1st of each month. Payments are due by the 1st of each month, but they are only considered "late" if not paid in full by the 15th of each month. A 5% late fee will be applied on any outstanding balance. A \$10 late payment processing fee will also apply. Accounts that are delinquent by 60 days are closed and sent to collections.
13. **Special Events:** If you are having a special event with your pool or spa, please let us know in advance so we can ensure that there is enough chemicals to cover the additional swimmers. We can schedule extra cleaning visits as needed at an additional charge.
14. **Water Level:** The customer is ALWAYS responsible for the water level of their pool. The recommended water level is CENTER of SKIMMER. Sparkle is not responsible for any damage to pool equipment or to the pool because of low water levels. We will however communicate when the water levels are too low.
15. **Premium Chemicals(Pools only):** Algae and/or phosphate treatments, tile cleanings, pool salt, conditioners and other pool treatment products are NOT included in the monthly service fee.
16. **Swimming Pool Filter Cleans:** Filters will be cleaned every 6 months unless additional cleaning is required. Filters MUST be properly maintained for Sparkle to perform proper maintenance service. When a filter service is due, Sparkle will notify you the service is needed and will perform the cleaning as soon as possible following the notification. The filter cleaning charge will be charged on the day of the service using the payment method on file, unless you indicate you do not want the service performed by our staff. This service can be maintained by you; however, if you are maintaining your filters Sparkle holds no responsibility for any damage to the filter or caused by the filter. We will make every effort to notify you when the cartridges may need cleaning.
Sparkle can maintain **I will maintain**
17. **Termination:** This pool service agreement continues from month to month until terminated. The customer can terminate this agreement at any time by providing Sparkle with thirty (30) days' advance written notice which can be emailed to service@sparklepoolcare.com, or mark@sparklepoolcare.com.. Failure to provide Sparkle with a 30-day written notice of cancellation may cause the customer to forfeit their monthly service fee.
18. **Disclaimer:** Sparkle shall not be responsible for any damage to property due to acts of nature, fire, vandalism, misuse, or abuse. The customer should be aware of normal deterioration that occurs over time due to exposure to chemicals, sunlight and, in some cases, other corrosive materials (i.e., salt). The customer is responsible for maintaining the correct water levels at all times. Sparkle is not responsible for any damages or deterioration caused by failure to complete or approve any repairs or additional treatments recommended by Sparkle, or by failure of the customer to properly maintain the pool and equipment between visits.
19. **Rentals:** Customers who choose to rent their pools out by the hour or as part of an Airbnb, VRBO, or Swimply type situation are subject to additional fees and charges.
20. **Spa Purge:** Most spas will require a purge quarterly; at the bare minimum every 4 months (including cleaning the jets out). Some spas may require it more often depending on use and/or the bather load. Sparkle provides this service for an additional fee. Customers may choose to purge their spa themselves.
Sparkle can maintain **I will maintain.**

21. **Photo Release:** As part of our advertising strategy, Sparkle prefers the use of photos depicting actual customer's pools. These photos will never contain people, addresses or any identifying information. Customers are free to opt out of allowing Sparkle and its staff from taking or using photos of their pools for advertisement purposes by checking the "Photo Release Denied" box; however, customers that do permit the use of their pools as outlined in this section need not do anything. By not checking the box below, customers are expressly permitting the use of photos of their pools taken by Sparkle and their staff to be used on the Sparkle website and in various advertisement material. **Photo Release Denied**

Printed Name (name on card): _____

E-mail Address: _____

Billing Address _____ City/Zip Code: _____

Credit Card Number: _____

Exp: _____ CVV: _____

Signature Authorizing Automatic Payments: _____

The customer agrees to the terms and conditions contained in this Pool Service Agreement and authorizes Aqua Perfection to bill all service charges to the payment method on file. It is the customers responsibility to ensure their payment method on file is current and accurate. Accounts that are 60-days delinquent are closed. 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 notice can be emailed to Aqua Perfection 30 days prior to the cancellation of this agreement.

Customer Signature _____ Date _____