



*Pool Season will be here before you know it, and we are gearing up for it.*

*The world changed dramatically last year due to the impact of COVID-19, and we have all had to adapt. Blu Sol Pools has always done its best to not have to increase prices, but due to the affects of COVID-19, that is no longer possible. Companies, us included, that provide services, make the equipment, chemicals and other supplies have suffered delays due to shut downs, shortage of workers, the need to implement social distancing, etc. Shipping of materials has also been affected, resulting in delays in receiving products. In addition, in August of last year one of the largest chlorine manufacturing plants in North America was destroyed as a result of a hurricane. While other manufacturers are trying to increase production, the end result will be increased chlorine costs.*

*Unfortunately, across many industries you will see increases in all material and labor costs that is unavoidable.*

*What follows is a list of the various services that we offer, as well as the paperwork needed to sign up for service. Please reach out with any questions you may have. We are looking forward to serving you this season, and look forward to a time when things return to “normal”.*

*Until then, stay safe and healthy.*



## Services we offer

**Basic Pool Opening:** includes up to 1-1/2 hours of labor to perform basic opening services. Addition of initial shock and chlorine is included, balancing chemicals are not.

**Basic Pool Closing:** includes up to 1-1/2 hours of labor to perform basic closing services.

**Drain and Clean:** Drain and Clean service is for concrete and fiberglass pool owners whose pool typically opens in poor condition, or typically does not clear after multiple vacuum visits. During this process we will drain the entire pool of water, remove any debris and power wash the walls and floor. Customer is responsible for filling pool with water and for balancing chemicals.

**Salt Cell Cleaning:** helps to protect your salt cell from premature wear. We will clean your salt cell with a solution of water and muriatic acid to descale any deposits and start the next season off with a clean cell to generate chlorine efficiently.

**Shrink Wrapping:** is available to seal and protect your equipment from the elements. Shrink wrapping must be done at the time of your pool closing.

**Spring Cover Service:** is highly recommended for swimming pools that are known to open in a less than desirable state. We have changed this process from a one visit to a three visit process that we feel will be more effective in preparing the pool for opening. The revised process includes 3 visits leading up to your opening. The first visit is at 6 weeks prior to opening, the second visit at 4 weeks prior to opening and the last visit at 2 weeks prior to opening. During the 6 week visit we pull back the cover, brush the swimming pool, circulate the water and add shock, during the 4 week visit we pull back cover, brush the swimming pool and add shock. At the 2 week visit we will remove the cover and vacuum the pool. With this service, the 6 week visit must take place no later than April 9<sup>th</sup>.

**Trash Vacuuming:** includes up to 1 hour of trash vacuum service. Trash vac services can be done following opening, at any time during season and prior to closing. In order to complete a trash vac, water must be clear enough to see to bottom of deepest area of pool. We are NOT responsible for clearing the water prior to trash vacuum. Depending on the condition of the pool, it may take multiple visits before the pool is ready to swim. Customer must authorize any time over 1 hour.

**Weekly Premier Service:** is designed for our clients who prefer an all-inclusive price, with payment for all costs made at the beginning of the season. Season runs from May 24<sup>th</sup> to September 4<sup>th</sup>.

**Weekly Valet Service:** is designed for customers who choose to have their pool maintained on a weekly basis, with the ability to spread payments out over the pool season. Standard season runs from May 24<sup>th</sup> to September 4<sup>th</sup>.



**Weekly Visits:** available to our valet and premier customers only.

**Winter Cover Service:** All pools with mesh covers will have an excessive amount of rain and snow over the winter. When the water rises above the tile and freezes, tile and coping damage can occur from expansion. We offer winter cover service to keep your water at a safe level. For all other types of covers we also check the equipment, pool cover and add chemicals to balance the water and prevent algae growth. We will not warranty winter damage, but we can try to prevent it. It is the homeowner's responsibility to monitor the water level.

**Zinc Anode:** need to be replaced every season. The in-line zinc anode is attached to the bonding wire, thereby helping to protect all metal parts (heaters, lights, rails, etc.) from corrosion. Zinc anodes will sacrifice themselves and corrode before all other metals in your pool.

**In addition to the above services, we also provide:**

- Pool Liners
- Winter Covers
- Equipment repair
- Equipment replacement
- Pressure Testing

**Please reach out to us if you are interested in getting a quote on construction services that we offer, including:**

- Custom 3D Designs
- Gunite Swimming Pool Installation
- Pool Renovations
- Cabana and Pergola Installations
- Plantings, Landscape Lighting and Irrigation
- Hardscape Installations (Patios, retaining walls, etc.)
- Firepits and Fireplaces
- Outdoor Kitchens

*Just a quick note, if the form requires a signature then it needs to be returned to us.  
Thank you.*



# 2021 APPLICATION FOR SERVICE

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Preferred opening week: \_\_\_\_\_ Preferred closing week: \_\_\_\_\_

**Weekly Premier Customer:** *Quote to be provided to you*

All inclusive program with payment made at start of season, prior to opening of pool. **WE TAILOR THIS PROGRAM TO FIT YOUR POOL.** The estimate you receive for the season is based on your exact pool size, any spa or water features (if applicable), your general pool conditions and past seasons. The price quoted will include chemicals.

Includes the following services:

- Spring Cover Service
- Pool Opening
- Opening trash vacuum
- All Professional Grade Chemicals
- Weekly visits
- Closing trash vacuum
- Pool Closing
- Zinc Anode replacement (if applicable)
- Salt Cell Cleaning (if applicable)
- Shrink Wrap of Equipment Pad
- Winter Cover Service
- 15% discount on any parts required for repairs. Discount does not apply to liners and covers.

\*\*\*Quote will be sent to you at email provided above using the opening and closing dates indicated above\*\*\*

**Weekly Valet Customer:** **\$2,650 plus tax, chemicals and time overages**

Payment 1:	\$1,000 due prior to opening	Payment 3:	\$608.52 due July 1, 2021
Payment 2:	\$608.52 due June 1, 2021	Payment 4:	\$608.52 due August 1, 2021

Weekly maintenance service that offers installment payments for included services. **Does not include cost for chemicals (professional grade) which will be billed to you monthly. If electing weekly service we will only add our professional grade chemicals. Any time overages above what is included will also be billed monthly.**



Includes the following services:

- Spring Cover Service
- Pool Opening, up to 1.5 hours
- Opening trash vacuum, up to 1 hour
- Weekly visits, up to 45 minutes
- Closing trash vacuum, up to 1 hour
- Pool Closing, up to 1.5 hours
- 10% discount on any parts required for repairs. Discount does not apply to liners and covers.

- Spring Cover Service**                      **\$575 plus tax**
- Drain and Clean**                              **\$1,000 plus tax**
- Basic Pool Opening**                      **\$375 plus tax for 1.5 hours, \$70 for each additional ½ hour**
- Salt- \_\_\_\_\_ bags**                      **\$15 per bag**
- Chlorine- \_\_\_\_\_ buckets**                      **\$250 for a 50 lb bucket**
- Opening trash vacuum**                      **\$150 plus tax for 1<sup>st</sup> hour, \$135 for each additional hour**
- Closing trash vacuum**                      **\$150 plus tax for 1<sup>st</sup> hour, \$135 for each additional hour**  
**\$175 plus tax for closing vacuums that take place after October 15<sup>th</sup>**  
**\$200 plus tax for closing vacuums that take place after November 15<sup>th</sup>**
- Basic Pool Closing**                      **\$400 plus tax for 1.5 hours, \*\$70 for each additional ½ hour**  
**\$450 plus tax for 1.5 hours for pools closed after October 15<sup>th</sup>**  
**\$500 plus tax for 1.5 hours for pools closed after November 15<sup>th</sup>**
- Salt Cell Cleaning**                      **\$60 plus tax**
- Zinc Anode**                                      **\$150 for new installation / \$75 for replacement**
- Shrink Wrap Equipment Pad**                      **\$175 plus tax for 30 sq ft pad (minimum), additional \$6 per sq ft over 30**
- Shrink Wrap diving board**                      **\$50 plus tax**
- Winter Cover Service**                      **\$250 plus tax**

Additional information we should be aware of (hardware, pool accessories, cover storage location or any other special instructions): \_\_\_\_\_

*Please return both pages to us.*

Signature: \_\_\_\_\_

Date: \_\_\_\_\_



## **SERVICE TERMS AND CONDITIONS:**

Customer is responsible to keep pool water at proper level. Due to the nature of this type of service, we can only guarantee that your pool is spotless when the service is completed.

A fee will be charged for any service that cannot be completed by our service team and must be rescheduled (due to Client request, no access to property, no electric, etc.)

### **Service:**

If you are ever dissatisfied with the service you have received during any visit, you must notify us within 24 hours of the completion of service. We will do whatever may be necessary to ensure your satisfaction. If we are not notified within 24 hours we will assume there are no issues with the service provided and that any associated charges are valid.

## **PAYMENT TERMS AND CONDITIONS:**

### **Credit Card on File:**

A valid Credit Card must remain on file. You authorize Blu Sol Pools to charge the amount due on any invoice that reaches 30 days past due, otherwise services will be rendered on a C.O.D. basis.

**Terms:** Upon receipt of signed agreement, initial payment (Payment 1) is due before pool opening visit will be scheduled. Payments received prior to April 30<sup>th</sup> will ensure that you will be scheduled in a timely manner so that your pool will be ready for Memorial Day.

Terms of payment are "Due upon Receipt" of delivery on service calls, repairs, maintenance or other charges. Invoices will be mailed out as services are performed, and a statement will be provided monthly if a balance remains on your account. If balance is not paid by the due date, finance charges will be assessed. Blu Sol Pools is authorized to charge your credit card for any charges not paid within 15 days from the date of service.

Any outstanding amounts must be paid in full prior to the closing of your pool.

**Finance Charges:** Finance charges are made on any balances past due according to the following method:



(a) Using the unpaid balance of your account at the end of the billing period, we multiply this amount by the following monthly periodic rate: 1-1/2% of the balance, which is an annual percentage rate of 18%.

**Collection Costs:** If amounts are not paid as agreed, we may demand immediate payment of the full balance. If the balance is referred to a collection agency or attorney for collection, you agree to pay a fee equal to 33% of the total balance due plus any court cases.

**Irregular Payment or Delay in Enforcement:** Acceptance of late payment or partial payments, checks or money orders marked "payment in full" or other statements indicating settlement of your account will not affect any of our rights under this agreement. Further, any delay on our part in enforcing our rights under this agreement will not affect those rights.

**Changes or Amendments:** Changes to the agreement, including our Finance Charges and the Annual Percentage Rate can be made by us as well as amendments to this agreement. We will provide you with a minimum of 30 days' notice for any change or amendment to this agreement. Changes will be effective at the beginning of the billing period following the 30 day notice period.

**Cancellation:** Either party may cancel this agreement at any time by providing 30 days written notice. You agree to remain responsible for total payment for all purchases or services incurred prior to the expiration of the 30 day notice period. Failure to provide written notice within 30 days of the date of service will result in voluntary forfeit of deposit. We reserve the right to cancel your account without notice if you do not make payment as agreed.

**Liability:** We are not responsible for any damage or loss caused by failure to make delivery or repair due to labor shortage, strikes, manufacturer's failure to deliver or any condition beyond our control. In the event of non-payment, and we do not deliver or repair as result of non-payment, we will not be liable for any damages in either a direct or indirect manner.

*Please return both pages to us.*

Signature: \_\_\_\_\_

Date: \_\_\_\_\_



## CREDIT CARD AUTHORIZATION FORM

Please complete and submit this form, along with the signed Terms & Conditions and the 2021 Application for Service.

Printed name: \_\_\_\_\_

Check only one:

- I am the individual cardholder  
 I am the company representative cardholder

### Credit Card Information:

Type of Card:  Visa  MasterCard  American Express  Discover

Card #: \_\_\_\_\_

Expiration Date: \_\_\_\_\_ Security Code: \_\_\_\_\_

Billing address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone #: \_\_\_\_\_

**By my signature below, I hereby authorize the above card to be used for deposits, past due invoices and any final payments.**

*Please return this page to us.*

Cardholder Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**In the absence of a credit card on file along with an authorization to charge past due balances, services will be rendered on a C.O.D. basis.**