

## 2022 OPENING CLOSING &/OR MAINTENANCE AGREEMENT

AQUARIUS POOLS, INC.  
5606 Barns Avenue  
Roanoke, VA 24019

Contact Us:

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Email: [Eve@AquariusPoolsInc.com](mailto:Eve@AquariusPoolsInc.com)

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Name: \_\_\_\_\_ Date: \_\_\_\_\_  
 Address: \_\_\_\_\_ Home/Cell Phone: \_\_\_\_\_  
 City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_ Work Phone: \_\_\_\_\_  
 Email: \_\_\_\_\_ Best Time to Call: \_\_\_\_\_  
 Water Features (#): \_\_\_\_\_ Type of Cover: \_\_\_\_\_  
 (Slide, Deck jets, bubbler, rain arc, etc.) (Safety, Auto, Loc-in, Tarp, water bag, other)  
 Pool Size: \_\_\_\_\_ Shape: \_\_\_\_\_ Spa (Y/N) \_\_\_\_\_  
 Buddy Seat (Y/N): \_\_\_\_\_ In-floor Cleaner (Y/N): \_\_\_\_\_ Covers (1,2,3) \_\_\_\_\_

\*Baqacil User: Y or N (A rare NON-CHLORINE CHEMICAL) You must supply your own Baquacil. We do not stock this chemical

### CIRCLE WEEK CHOICE

Opening:	March	April	May	June
1 <sup>st</sup> week	1 <sup>st</sup> -4 <sup>th</sup>	4 <sup>th</sup> -8 <sup>th</sup>	2 <sup>nd</sup> -6 <sup>th</sup>	May 31 <sup>st</sup> -June 3 <sup>rd</sup>
2 <sup>nd</sup> week	7 <sup>th</sup> -11 <sup>th</sup>	11 <sup>th</sup> -15 <sup>th</sup>	9 <sup>th</sup> -13 <sup>th</sup>	6 <sup>th</sup> -10 <sup>th</sup>
3 <sup>rd</sup> week	14 <sup>th</sup> -18 <sup>th</sup>	18 <sup>th</sup> -22 <sup>nd</sup>	16 <sup>th</sup> -20 <sup>th</sup>	13 <sup>th</sup> -17 <sup>th</sup>
4 <sup>th</sup> week	21 <sup>st</sup> -25 <sup>th</sup>	25 <sup>th</sup> -29 <sup>th</sup>	23 <sup>rd</sup> -27 <sup>th</sup>	20 <sup>th</sup> -24 <sup>th</sup>
5 <sup>th</sup> week	28 <sup>th</sup> -Apr 1 <sup>st</sup>	-	-	27 <sup>th</sup> -July 1
Closing:	*Before Labor Day	September	October	November
1 <sup>st</sup> week	Aug 29 <sup>th</sup> - Sept 2 <sup>nd</sup>	6 <sup>th</sup> -9 <sup>th</sup>	3 <sup>rd</sup> -7 <sup>th</sup>	Oct 31 <sup>st</sup> -Nov 4 <sup>th</sup>
2 <sup>nd</sup> week	<i>Requests prior to this</i>	12 <sup>th</sup> -16 <sup>th</sup>	10 <sup>th</sup> -14 <sup>th</sup>	7 <sup>th</sup> -11 <sup>th</sup>
3 <sup>rd</sup> week	<i>Date please write it in:</i>	19 <sup>th</sup> -23 <sup>rd</sup>	17 <sup>th</sup> -21 <sup>st</sup>	14 <sup>th</sup> -18 <sup>th</sup> ***
4 <sup>th</sup> week		26 <sup>th</sup> -30 <sup>th</sup>	24 <sup>th</sup> -28 <sup>th</sup>	21 <sup>st</sup> -25 <sup>th</sup> ***
5 <sup>th</sup> week				*** extra fees apply

Total #1	Opening	\$ _____	Total#2	Closing	\$ _____
	Extras (\$15 ea.)	\$ _____		Extras (\$15 ea.)	\$ _____
	County Line(s)\$20 ea.	\$ _____		County Line(s)\$20 ea.	\$ _____
	Total Amt Paid	\$ _____		Total Amt Paid	\$ _____

**PAYMENT DUE BY April 1, 2022**

**PAYMENT DUE BY AUGUST 15, 2022 (please put this on your calendar as we do not invoice)**

**To guarantee your preferred week, we MUST receive the signed agreement AND payment by the deadline. No opening and/or closing will be scheduled until signed agreement, payment and any balance on your account has been PAID IN FULL. All payments will be deposited as received, we cannot "HOLD" payments.**

If paying by credit card, please call office at 563-2786 or fill in the following information:

Name as it appears on the card: \_\_\_\_\_

Card Type: \_\_\_\_\_ Card #: \_\_\_\_\_ CCV CODE: \_\_\_\_\_

Billing Address & Zip Code: \_\_\_\_\_ Expiration Date: \_\_\_\_\_

**\*\*WE NOW ACCEPT PAYMENT VIA PAYPAL. USE EMAIL [EVE@AQUARIUSPOOLSINC.COM](mailto:EVE@AQUARIUSPOOLSINC.COM) \*\*NOTE FEES DO APPLY\*\***

**\*\* I HAVE READ ALL THE EXPECTATIONS OF THIS AGREEMENT ON THE FOLLOWING PAGES AND AGREE TO ALL TERMS.**

**CUSTOMER SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_**

## 2022 OPENING CLOSING &/OR MAINTENANCE AGREEMENT

### RATE CHART FOR OPENING AND CLOSING

	SMALL	MEDIUM	LARGE	SPA (same system)	STAND ALONE SPA	EXTRA COVER
	<450 SQ FT	450-750 SQ FT	>750 SQ FT			
Discounted by due date pricing	\$ 195.00	\$ 220.00	\$ 235.00	\$ 65.00	\$ 125.00	\$ 65.00
<b>Standard agreement price</b>	\$ 235.00	\$ 270.00	\$ 295.00	\$100.00	\$ 150.00	\$100.00

### ADDITIONAL CHARGES FOR OPENING AND CLOSING

IN -FLOOR CLEANING SYSTEMS OR ANY ADDITIONAL WATER LINES	\$ 15.00 EA
RAIN ARC, SHEER DECENT, JETTED STAIRS, AUTO FILL, SLIDE	\$ 15.00 EA
BUDDY SEATS, DECK JETS, BUBBLER, ETC.	\$ 15.00 EA
TRAVEL PER COUNTY LINE CROSSED	\$ 20.00 EA
<b>FOX LOC-IN COVERS – AFTER NOVEMBER 1<sup>ST</sup> or the temperature falls BELOW 50°</b>	<b>\$ 75.00</b>

### RATE CHART FOR CHEMICAL AND FULL MAINTENANCE SERVICES

PLEASE NOTE MAINTENANCE NOT AVAILABLE UNTIL JUNE 1

		Frequency (Circle one)	Start Week
Chemical	\$ 65.00 per trip + chemicals	Weekly / Bi-Weekly / Monthly	
Full Maintenance	\$120.00 per trip + chemicals *Porta-Vac Fee May Apply	Weekly / Bi-Weekly / Monthly	
Spa Maintenance	\$ 75.00 per trip + chemicals	Weekly / Bi-Weekly / Monthly	
Auto Cover Cleaning & Maintenance	Available upon request		

If you want Aquarius Pools to maintenance your pool &/or spa, please indicate the type of maintenance and frequency above with start date and sign here.

- We **MUST** be able to see the bottom of your pool before we can vacuum. **AND** have clear access along the deck.
- Service techs are not responsible for moving furniture, planters, etc.
- Maintenance will be scheduled **NO SOONER** than **JUNE 1<sup>ST</sup>**.
- Invoices are processed the following business day of service and are due Net 10 (10 days).

**Customer Signature:** \_\_\_\_\_

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

## 2022 OPENING CLOSING &/OR MAINTENANCE AGREEMENT

### **POOL &/OR SPA OPENING- WHAT TO EXPECT FROM US**

- Fold safety cover and place in bag. Or for Loc-Ins, set in container with solution and leave out for homeowner to add water and store. (YOU MUST ADD WATER TO LIC/BARREL OR COVER WILL BECOME BRITTLE. If cover has aged or become brittle, it will no longer fit in the barrel. Please contact us over the summer to order a new cover.
- Re-install all standard equipment, ladders, safety line, filter plug, filter parts and chlorinator.
- Light heater pilot light on gas heaters, if applicable. (We do not leave heaters running)
- Start circulating system if water level permits. \*Return trip fee may apply if water not up to operational level or there is no power at the time of opening.
- Test and treat water as needed. If you would like us to use your chemicals, please notify the office so we can mark it on your service ticket. If we provide the chemicals, you will be billed. Depending on water temperature we may not add stabilizer.

### **POOL &/OR SPA OPENING- WHAT IS NOT INCLUDED**

- Our service does not consist of any pool vacuuming or cleaning including but not limited to the pool itself, filter cartridges, Chlorinator cells &/or covers.
- Unless the customer is present - we do not enter any buildings to store or retrieve pool equipment. Please have everything out by the pool in plain sight.
- We do not service any wood stoves or solar systems.
- Extensive anchor repairs. However, the return trip fee is waived for this service.

### **POOL &/OR SPA OPENING- WHAT IS EXPECTED OF THE CUSTOMER**

- If you have a Loc-In Cover, we will add cover cleaner to the container, and leave out for you to relocate into your preferred summer storage. Please remember to fill container with water. Leaving it dry will cause the cover to shrink and become brittle. Aquarius is not responsible for covers becoming dry, brittle, or cracked.
  - Drain the water off the cover AND remove leaves. Have pool area cleared of furniture, planters, etc. for access to pool and anchors.
  - If you have a solid cover, add/raise water to pool up to operational level. (Mid-way of skimmer)
  - Leave out all parts removed at closing. For safety cover owners, you do NOT need to leave out your cover pole.
  - Any cover or anchor repairs will be billed to the pool owner. If several need repair, we will reschedule for those for another day but waive the service call.
  - Any solid cover left full of water, will incur an extra service charge per hour of pumping time.
  - Please inform us ahead of time if you wish us to use from your chemical supply and have them out by the pool.
  - For Salt pools, customer will want to test and add stabilizer once the pool has circulated completely and above 65 degrees.
  - For cartridge filters, we recommend soaking/cleaning your cartridges over the winter, prior to opening.
  - To guarantee your preferred week, we **MUST** have the signed agreement **AND** payment by the deadline. No opening will be scheduled until both have been received and account has a zero balance. Past due accounts will not get prepay discount.
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## 2022 OPENING CLOSING &/OR MAINTENANCE AGREEMENT

### **POOL &/OR SPA CLOSING- WHAT TO EXPECT FROM US**

- Remove standard equipment, ladders, handrails, and pump, filter, and heater plugs.
- Blow all water out from lines and then plug them. If plugs or gizzmo's need replacing, we will replace and bill accordingly.
- Chemically treat water. If owner's supply is insufficient or not poolside, Aquarius Pools will supply the chemicals and bill the pool owner accordingly.
- Drain and winterize pump, filter, and heater. (Wood stoves and solar systems excluded)
- Install pool cover. Some LOC-IN covers may have shrunk or become brittle to a point that requires replacement. We will advise accordingly.
- Occasionally anchors for safety covers are stripped or require replacing. If it is extensive, we will advise the customer a second trip is needed. Return trip fees are waived for this service.

### **POOL &/OR SPA CLOSING- WHAT IS NOT INCLUDED**

- Winterizing of wood stoves &/or Solar systems.
- Unless the customer is present - we do not enter any buildings to store or retrieve pool equipment.
- Due to the volume of pool closings, no cleaning of any sort can be done at the time of closing. Please have pool clean & water balanced prior to our arrival.
- We will not be held responsible for water drained onto neighbors' properties.

### **POOL &/OR SPA CLOSING- WHAT IS EXPECTED OF THE CUSTOMER**

- Drain the pool down three inches below the bottom skimmer face plate PRIOR to our arrival.  
\*\*The exclusion to this would be if you have an automatic cover, aqua-doors, or any concrete pool. Have pool area cleared of furniture, planters, etc. If pool is not drained down to the proper level, we will install a skimmer plug, charged to the owner. If that is not applicable you will be billed for time, we spend waiting on pool to drain.
  - Have water balanced prior to our arrival. We will test and treat as needed, but it is always better for the pool to have that done in advance.
  - Cover, winterizing plugs, and any chemicals you wish us to use, should be left out in plain sight, POOLSIDE. For safety cover owners, you do NOT need to leave out your cover pole.
  - For cartridge filters, we recommend soaking/cleaning your filter cartridges over the winter, prior to opening.
  - To guarantee your preferred week, we MUST have the signed agreement **AND** payment by the deadline. If you sent the agreement in the spring, you do not need to send again. If you did not choose a week in the spring, please send your choice with your closing payment. No closing will be scheduled until payment has been received. Past due accounts will not get prepay discount.
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### **BILLING QUESTIONS FOR BOTH POOL &/OR SPA OPENING AND CLOSING**

- There is a \$20.00 charge for each county line we cross.
- \$35.00 Return fee for each time we must come back due to homeowner not prepared.
- There will be an extra charge to open and/or close a SPA. SPA'S must be opened or closed at the same time as the pool to get the discounted rate.
- If the pool is not drained sufficiently at the time of our arrival (closing) any extra time to drain &/or skimmer plug cost will be billed to the customer.
- If you are using more than one cover, an additional charge will apply per each extra cover.
- Automatic Cover pools, pools with no cover, or pools with cover already removed and anchors down we allow a \$50 credit. \*Only applies if time on job is less than an hour. If kept there longer, the credit will be billed back to customer.