



Service & Procedures Policy 2017-2018

This information is provided to help you better understand your pool service and is intended to clarify what you can expect as a client of BAM! Pool Service

TYPE OF SERVICE

_____ **Full Service** includes testing of chemical levels, brushing, netting and cleaning as needed. Skimmer and pump baskets are cleaned or checked as well. Only acid is included. Scale removal is not part of service.

_____ **Chemical Service** includes testing of chemical levels. Skimmer and pump baskets are cleaned or checked also. Acid is included.

MONTHLY POOL SERVICE FEES AND ADDITIONAL COSTS:

Invoices for Monthly Pool Service are generated at the beginning of month and are *Due on Receipt*. Invoices not paid by the 1st of the following month are considered past due.

LATE FEE- Monthly service not paid by the 15th of the following month will be subject to a \$15 late fee charge.

Monthly service not paid by the 30th of the following month, (2 months Past Due), will be subject to suspended service. We do understand that things happen and this does not apply to our customers that usually always pay on time. ***We appreciate your timely payments.***

Your monthly fee is a base price covering only the basic weekly cleaning services provided for that month. Please be aware that there are additional services that are billed at various times of the year. You will be billed for these necessary items as listed below in addition to your basic monthly service fee.

Conditioner & Algae Preventative- Average cost is \$130 per year for most pools. Billing is split between Feb & May at \$65 per month. Conditioner is tested monthly and added as necessary, algae prevent is added weekly from Mar-Oct.

Filter Cleanings- \$65-\$90 performed as needed, average 2 to 4 times a year.

The addition of the following items is less predictable and will only be billed as needed:

Salt \$13 per bag, billed as needed if your pool is equipped with a **chlorine generator**.

Chlorine Tablets Billed as needed for 25# or 50# buckets. Priced at current market value.

Liquid Chlorine Added if necessary. Billed per 1-gallon bottle.

Cell Cleaning \$15 for pools with Chlorine Generators. As pool water gets older and higher in calcium this is done much more often and pool will need to be drained to lower calcium level.

Annual Rate Adjustments:

Rates may increase each year. This is to offset rising costs such as insurance, chemicals, gas, inflation, and labor.

Customer Responsibilities:

Clients are expected to make all payments in full ***before*** the end of the month. **Customer must maintain water level.** BAM! Pool Service assumes no liability for equipment damage due to low water level. **Pool solar covers MUST BE REMOVED** before day of service and should be left off for at least 1 day to let the chemicals balance. Turn up filter run time in Spring and Summer; for those with salt

systems this is very important, to produce ample chlorine for pool. **Keep trees trimmed annually.** Autumn is the best time to do this.

Weekly Visits & Additional Service Calls:

We will make one scheduled visit per week. Additional visits or service calls are subject to an additional charge.

Rainy Days:

Chemicals will be maintained; skimmer and pump baskets will be cleaned. This is not a day off and is not deductible.

Windy Days:

Most of our time will be spent skimming large debris from the pool, all baskets and bags will be emptied, chemicals will be checked and levels adjusted as needed. **Depending on the amount of time it takes to remove all the debris, we may not be able to have your pool looking its best. We will try to have your pool's appearance back to normal the following week, weather permitting.** Your understanding and cooperation in this matter is very much appreciated. **Suggestions** for customers to help in keeping pool in good working order: check skimmer baskets and empty them; as mentioned before, keep trees trimmed on a regular basis. During the months of October/November is the best time for this.

Holidays:

Spring and Summer holidays (Memorial Day, 4th of July, Labor Day) - service will be done the day before or after. Fall and Winter holidays (Thanksgiving Weekend, Christmas Day, and New Year's Day) - your pool will be serviced the following week, this is not deductible.

Vacation:

Each invoice is based on a 4-week month. There are 4 months during each year that contain 5 weeks. We may use these weeks at different times during the year for occasions such as vacation, sick days, truck or equipment repair, and educational seminars. **We will take off the last week of the year.**

Repairs:

Pump baskets, skimmer baskets, skimmer weirs, floaters, vac wings, vac shoes, filter cleanings, salt or small replacements will automatically be done and itemized on your invoice. Large repairs will be done after your approval.

Calcium Deposits:

It is normal for most pools to develop calcium deposits around the water line, on steps, tile and natural stone. Calcium removal is not included in our weekly service since pumice stones and some acid base cleaners are needed and will scratch or etch the surface of the tile. However, at your request I can make arrangements for a professional calcium removal service company to provide you with an estimate to properly clean and remove these deposits.

I sincerely appreciate your business and hope that this will help clarify the specifics of your pool service. Please feel free to call or e-mail if you have any question or comments.

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