



POOL OPENING AGREEMENT 2021

Name (Please Print): _____

Address: _____
Street City State Zip

Cell Number: _____ E-Mail: _____

Rockstar Package (All-Inclusive)

- Opening your pool: We remove and fold your cover. We will notify you, in writing, of any visually noticeable repairs found when removing the cover (The cover will be left poolside unless different placement is communicated prior to the pool opening); install return fittings, ladders, handrails, skimmer baskets, pump baskets and sanitation equipment; install the filter, heater, and pump plugs; All pool equipment will be inspected to ensure proper operation at the time of the pool opening; The customer will be advised in writing of any visible concerns.
- Up to 2 consecutive initial cleanings. The cleanings will start within 24 hrs after the pool is opened as long as the pool floor is visible. If the pool opens green, additional chemical visits will be needed, prior to vacuuming the pool (Sunday visits are excluded). This includes vacuuming, skimming, brushing, and making necessary adjustments to the water chemistry.
- 14 weekly cleanings after pool is swim ready
- Our Guarantee: We use industry leading chemical brands (chemicals are included) to ensure water chemistry is safe and sanitary for your summer enjoyment.
- The most advanced water testing equipment is used to ensure the most accurate chemical measurements are taken (We test: Chlorine, pH, Alkalinity, Stabilizer (CYA), Calcium Hardness, Salt, Phosphates, Nitrates and Total Dissolved Solids, TDS) and adjust accordingly.
- Maintenance of the pool also includes backwashing (noting of filter pressure before and after), emptying of skimmer and pump baskets, skimming the pool, cleaning of scum line, cleaning of automatic cleaner bag/filter, and brushing of walls (if needed).
- We use our own pool cleaning and maintenance equipment (A separate filtration tank and pump).
- Up to 2 filter cleanings included (DE or cartridge only), on an as needed basis, depending on environment, pressure readings, and the age of the filter.
- Priority service on all requested repairs.
- 10% OFF in store, in stock items (Not to be combined with other offers).
- Additional weeks of service are available for \$115.00 without a spa and \$125.00 with a spa, per visit, with chemicals included.
- Closing your pool: We winterize the pool equipment pad by removing plugs, draining and blowing out pumps, filters, heaters and sanitation systems, remove ladders, handrails, return fittings and skimmer baskets. We blow out and plug (where applicable) all suction and return lines, add pool closing chemicals and install your cover. We will set-up your cover and/or step pump(s).

PRICES ARE BASED ON A STANDARD POOL THAT'S APPROXIMATELY 800 SQ FT. POOLS OVER 800 SQ FT WILL INCUR AN ADDITIONAL \$200.

- \$3,195 - Includes the above
- \$400 - Include 14 Weekly Service Visits - Spill Over Spa
- \$150 - Open & Close Pool with Waterfall/Sheer Descent
- \$200 - Pools Over 800 sq ft

In-Ground Pool Combo: All Pricing Includes 10% OFF

(Pre-Paid and includes the Pool Opening & Closing)

- \$567 - Pool Opening & Closing
- \$130 - Chemical Package
- \$130 - Spill Over Spa
- \$130 - Waterfall/Sheer Descent (Cable systems in addition to a Waterfall or Sheer Descent is an additional \$75 each cable)
- \$130 - Paramount In-Floor Cleaning System (Includes Anti-freeze at closing)
- \$50 - 2nd Pump and/or Filter (EACH)

In-Ground Pool Opening By May 15th

(Pre-Paid to Receive Discounts)

- \$299 - Pool Opening
- \$70 - Chemical Package
- \$70 - Spill Over Spa
- \$70 - Waterfall Up to 8ft
- \$70 - Waterfall Over 8ft
- \$70 - Paramount In-floor Cleaning System (Paramount)
- \$25 - 2nd Pump and/or Filter EACH

In-Ground Pool Opening: Between May 17th – June 30th

- \$325 - Pool Opening
- \$75 - Chemical Package
- \$75 - Spill Over Spa
- \$75 - Waterfall Up to 8ft
- \$75 - Waterfall Over 8ft
- \$75 - Paramount In-floor Cleaning System (Paramount)
- \$30 - 2nd Pump and/or Filter EACH

What WE do at the time of the Pool Opening: Remove & fold pool cover, remove plugs & gizzmos, reinstall return fittings, skimmer baskets and pump basket, install ladders & handrails, start filtration system and attempt to ignite the heater. A separate heater service call may be necessary if the tech cannot get the heater to ignite.

Additional Services:

- \$75 - Clean & Inspect DE/Cartridge Filter (Additional \$75 will apply if we have to remove grids or cartridge elements)
- \$275 – Sand Change (**Sand needed varies depending upon size of filter: \$10.99 per bag of 20 Silica Sand**)
- \$75 – Water & Debris Removal off Cover: **Price is Per Person/Per Hr**
- \$75 – Clean Salt Cell
- \$225 - Initial Pool Vacuuming

SWAMPY POOL CLEAN-UP - Please keep in mind, that several visits at \$225 per hour and 15 minutes (billed in half-hour increments) plus the cost of chemicals may be needed before you can enjoy the use of your pool. Proper water chemistry is only attainable after continued cleaning, chemical sanitizing and filtration. Please be advised that the total cost could cost several hundred dollars.

Open My Pool Week of: _____

Total Cost of Services Provided w/Tax: \$ _____

Card #: _____

Authorization Code: _____

Cardholders Name: _____

Expiration Date: _____

I, the undersigned, authorize Mystic Pool to use the above listed credit card for payment upon completion of service. If you wish to pay by other means you must provide payment in full to the service technician the day of service. If payment is not presented at the time of service the credit card provided will be charged. **Page 2 of this agreement is an integral part of this form and must be initialed where indicated and returned to Mystic Pool, with page 1, before service can be provided.**

Signature: _____ **Date:** _____

I have read, understand and agree with the payment policy and terms & conditions on both pages, and agree to pay all balances due at the time of service.

Terms & Conditions:

Only minor adjustments will be made at the time of the pool opening. Pool repairs are not done at the time the pool is opened. Repairs can be scheduled during a separate visit at a rate of \$145 plus tax (This is the diagnostic fee for the first ½ hr of service. Each additional ½ hr is billed at a rate of \$75 per man). We will inform the customer of all necessary repairs in writing and attempt to schedule a date for the repair prior to any work being performed.

Customers responsibility PRIOR to our arrival:

Leave the gates unlocked, have power to the pool, bring the water level up to the middle of the skimmer so we can complete the opening and start your pump and filter system, remove water, debris or leaves from top of pool cover (\$75 per ½, per man will be applied if we have to do it), leave D.E. powder out if you have a D.E. filter so we can replenish the grids, have ladders, hand rails, return fittings, skimmer baskets and pool cover by pool side.

*** If Mystic Pools Technicians have to return because the above referenced is NOT done a \$75 return fee will be charged.**

Customers Initials: _____

Customer's responsibility AFTER pool opening: We recommend you allow the water to circulate at least 24 hours before balancing. You should backwash and rinse the filter as needed to ensure proper circulation. If you have a cartridge filter make sure you keep the cartridges clean to ensure proper circulation. Vacuum the pool. Bring a water sample to our store to be tested.

Missing parts during the Pool Opening: To ensure proper start-up of your pool system, any missing or damaged parts will be replaced at our technicians' discretion and customer will be charged for the cost of the part.

Payment Policy: Payment is due in full upon the completion of service, unless pre-payment with discount is selected. In that case the credit card will be charged when we receive the agreement and your opening is scheduled. All customers must have a valid credit card on file for payment and provide authorization of payment to Mystic Pool. The credit card on file will be used for any additional services provided. If no payment method is available at the time our technicians arrive, the scheduled service(s) will not be performed and an additional trip charge of \$75 will be applied for a return visit. A late payment will result in a finance charge of 1.5% per 30 days. By signing this agreement the customer is authorizing Mystic Pool to perform the service requested by customer and apply any late charges that may be incurred.

Change & Cancellation Policy: All changes or cancellations MUST be in writing within 48 hrs of the scheduled service.

Limited Warranty: All material, parts & equipment are warranted by the manufacturers or suppliers written warranty only. Mystic Pool makes no other warranties, expressed or implied and its technicians are not authorized to make any warranties on behalf of Mystic Pool. All labor performed by Mystic Pool, LLC is warranted for the first 30 days upon the completion of the service provided, or as otherwise indicated in writing. If any problems arise after the service is performed, we request that you please contact us immediately. Communication is the key to providing you with outstanding service; therefore, we reserve the right to resolve any issues.

Verbal Commitment: Under no circumstance is a verbal commitment a binding contract. Mystic Pools technicians are NOT authorized to make any verbal commitment with customers on Mystic Pool's behalf.

Diagnosis of a Problem: Mystic Pool will attempt to diagnose or repair a major problem with the consent of the homeowner. Situations beyond our control will be made aware of to the homeowner in writing. We will try our best to resolve any problem in a timely matter. Promised service could be delayed beyond our control due to weather or availability.

Credit Card Authorization: By signing this document I hereby authorize Mystic Pool Supplies, LLC to perform the work necessary on my pool/property and agree to pay for the parts and labor charges as billed. I agree to pay the credit card company and not dispute the charges with them even though my signature is not on the individual credit card receipts. I fully acknowledge that I am signing this credit card authorization **OUTSIDE OF THE RULES AND REGULATIONS OF MY CREDIT CARD COMPANY REFERENCED, BECAUSE AN IMPRINT OF MY CARD AND/OR MY SIGNATURE IS NOT POSSIBLE TO FACILITATE THIS TRANSACTION.** Payment is due upon completion of the service being performed. In the event that the credit card charge is declined, I agree to pay these charges upon receipt of an invoice. A late payment will result in a finance charge of 1.5% per month. **Checks are not acceptable.** Customer is responsible for all court fees and attorney fees in the event that account is delinquent for 30 days,* this is an estimate only. Mystic Pool Supplies, LLC reserves the right to revise this estimate if additional service is required to complete the project.

Customers Initials: _____