

FALL 2019 POOL CLOSING SERVICE CONTRACT



SERVICE DEPARTMENT:
 5107 Governor Printz Boulevard
 Wilmington, DE 19809
Phone: (302) 762-2250 (610) 459-9592
Fax: (302) 762-2950
E-mail: colonypool@colonypool.com
www.colonypool.com

CUSTOMER INFORMATION

NAME: _____

ADDRESS/DEVELOPMENT: _____

CITY: _____ STATE: _____ ZIP CODE: _____

PHONE PREFERENCE: (Mobile) _____ (Work) _____ (Home) _____

EMAIL: _____

CREDIT CARD INFORMATION (UPDATE REQUIRED)

PAYMENT TYPE: VISA MASTERCARD DISCOVER AMEX CHECK

CREDIT CARD NUMBER: _____

EXPIRATION DATE: _____ CSC (SECURITY CODE ON FRONT OR BACK OF CARD): _____

DEPOSIT ENCLOSED (MINIMUM OF 50% REQUIRED WITH CONTRACT TO RESERVE DATE): \$ _____

NAME AS IT APPEARS ON CREDIT CARD: _____

CARDHOLDER SIGNATURE: _____

TYPE OF POOL: PLASTER PAINTED VINYL OTHER BRAND NAME: _____

TYPE OF SANITIZER: CHLORINE BROMINE SIMPLE SOLUTIONS/SYNERGY SALT BAQUACIL/CLEAR COMFORT OTHER

ADDITIONAL SERVICES/ESTIMATE REQUESTED:

Renovations Coping/Tile Replacement Caulk Sandblast Repaint Pebble Tec® Replaster

Equipment Upgrades Loop- Loc® or Merlin Safety Cover Spa Cover Baby-Loc® Safety Fence Indoctrination

Inspection Pool Maintenance (Weekly Service / Vacation Service) PowerWash

POOL CLOSING SERVICES REQUESTED:

Winterize Pool	Water will be lowered to proper level (based on type of cover), lines will be blown with air, skimmers & returns will be plugged, necessary accessories will be removed and stored on premises. (Pumps, motors and diving boards will not be removed unless specifically requested). Tanks will be drained, and elements will be hosed off. We guarantee against frost damage to the filter equipment and piping caused by our negligence, provided work is completed prior to freezing weather. We will not winterize any domestic fresh water lines and will not be responsible for any damage whatsoever caused by subsurface water or tree roots, ground movement, storms or any circumstances beyond our control. Plugs, chemicals, and any necessary parts will be billed in addition. A surcharge of \$75.00 will be assessed after November 1, 2019.	<input type="checkbox"/> Standard Pool	\$295.00
		<input type="checkbox"/> Standard Pool w/Spa	\$345.00
		<input type="checkbox"/> Caretaker Floor Returns	\$ 50.00
		<input type="checkbox"/> Extra Filter	\$ 50.00
		<input type="checkbox"/> Surcharge (after 11/1/19)	\$ 75.00
Install Winter Cover	Customer's cover will be installed and properly secured. Pool will be winterized and/or covered in condition found upon Colony Pool Service, Inc. arrival. Customer is responsible for removing debris/leaves, maintaining the cover and water level, padding rough coping, and water bag maintenance. Additional charge may be assessed for oversized pool cover, and covers with raised wall cable system.	<input type="checkbox"/> Mesh Cover	\$ 90.00
		<input type="checkbox"/> Solid Cover	\$130.00
Winter Chemicals	- Winter Chemicals added to Pool at Pool Closing	<input type="checkbox"/> Yes	\$ 75.00
	- Extra Gallon of Winter Fluid for pools with MESH COVERS or NO COVERS. To be added by Customer in February or March.	<input type="checkbox"/> Yes	\$ 30.00
	- PLEASE INDICATE IF POOL IS ON BAQUACIL/CLEAR COMFORT	<input type="checkbox"/> Yes	
Soak and Clean DE Filter Grids	This service recommended every 2 or 3 years. At time of winterization, Colony Pool Service, Inc. will return your filter grids to our shop, wash and soak them in cleaning solution, rinse, inspect and return them. Any replacement parts necessary will be provided and billed separately.	<input type="checkbox"/> Yes	\$150.00
Salt Cell Cleaning	We recommend on a yearly basis. The cell is removed during winterization, thoroughly rinsed, and the electrolytic plates are cleaned to remove debris and build up scale with chemicals as recommended by the manufacturer.	<input type="checkbox"/> Yes	\$ 40.00
Automatic Pool Cleaner Service	At time of winterization, Colony Pool Service, Inc. will return your pool cleaner to our shop, disassemble, inspect, clean and re-assemble pool cleaner. Limited to Legend and Polaris. Any replacement parts necessary will be provided and billed separately.	<input type="checkbox"/> Yes	\$125.00
Winter Check Winter Chemicals	For pools with Mesh or No Covers. In February or March, weather permitting, we will lower the water level and add extra winter chemicals. Should you need more than one trip, please call our office at (302) 762-2250, or email us at colonypool@colonypool.com . Chemicals will be billed in addition.	<input type="checkbox"/> Yes	\$155.00

PLEASE COMPLETE OTHER SIDE FOR SIGNATURE →

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COLONY POOL SERVICE OF DELAWARE, INC.
(302) 762-2250 (302) 762-2950 (FAX)
www.colonypool.com

For convenience, we offer our clients an option to complete their Pool Closing Service Contract online via www.colonypool.com/service-contract. If using paper contract, please complete all information, and return back to **Colony Pool Service of Delaware, Inc.** via colonypool@colonypool.com, fax, or mail to reserve a date. Prices quoted are for standard systems and pools up to 800 sq. ft. for Fall 2019. Additional charges will be assessed if your swimming pool is other than standard.

We schedule appointments on a "first-come, first-serve" basis with completed signed contract and deposit. If we cannot honor your selected week, we will notify you with an alternate date. We highly recommend that you submit your appointment request as early as possible so that we may honor your selected week.

PLEASE SCHEDULE WORK THE WEEK OF _____ OR _____

SPECIAL INSTRUCTIONS:

ON THE DAY OF YOUR CLOSING, PLEASE HAVE THE FOLLOWING AVAILABLE: (1) ACCESS TO POOL AREA; (2) POOL COVER; (3) WINTER PLUGS; (4) ACCESS TO WATER; (5) ACCESS TO ELECTRICAL PANELS; AND (6) ACCESS TO ANY AUTOMATION CONTROLS.

ACCEPTANCE OF FALL 2019 COLONY POOL SERVICE, INC. POOL CLOSING SERVICE CONTRACT - FRONT AND BACK AGREED AND ACCEPTED:

The above and/or attached prices, specifications and conditions are satisfactory and are hereby accepted. Colony Pool Service, Inc. is authorized to do the work as specified. Payment will be made as outlined in this contract. **Colony Pool Service, Inc. is hereby authorized to charge my Visa/Mastercard/Discover/American Express account the balance due if additional charges are not paid within thirty (30) days. A service charge of 2% per month (24% annually) is added to unpaid balances on all monies over 30 days. Should collection procedures be necessary, all interest, legal & collection fees will be sought for reimbursement.**

X _____
CUSTOMER SIGNATURE

Date _____

COLONY POOL SERVICE, INC. SERVICE AGREEMENT PROVISIONS

NO WORK WILL BE SCHEDULED UNTIL A COMPLETED SIGNED CONTRACT IS RETURNED TO COLONY POOL SERVICE OF DELAWARE, INC. WITH PAYMENT. YOUR ACCOUNT MUST BE CURRENT TO RECEIVE SERVICE. ANY FUNDS RECEIVED WILL BE APPLIED TO ANY OUTSTANDING BALANCE. A CREDIT CARD WILL BE KEPT ON FILE AND MUST BE UPDATED BY ALL CUSTOMERS. COLONY POOL SERVICE OF DELAWARE, INC. reserves the right to cancel any Agreement without notice and refund the deposit. This Agreement becomes valid upon COLONY POOL SERVICE OF DELAWARE, INC. receipt of completed contract fully signed and understood by the Owners (or lessee), accompanied with the remittance and accepted by COLONY POOL SERVICE OF DELAWARE, INC. executed in Wilmington, Delaware 19809. Acceptance of this Agreement indicates your agreement to COLONY POOL SERVICE OF DELAWARE, INC. payment terms. COLONY POOL SERVICE OF DELAWARE, INC. will endeavor to render prompt and efficient service as close to the contracted date as possible. You will be notified of the schedule date by phone or email. COLONY POOL SERVICE OF DELAWARE, INC. assumes no responsibility for delays beyond our control. Any additional repairs, replacement parts or chemicals necessary will be billed to you in addition to the contracted price. Remaining payment for all services and supplies is due upon completion of work. 2% service charge per month (24% annually) is added to unpaid balance on all monies over 30 days. **If you fail to remit total outstanding balances within 30 days, you hereby agree to said charges being placed on your credit card that is on file. If you fail to remit payment, as required, you agree to pay for all reasonable collection costs, including attorney fees.** You may cancel this transaction without any penalty or obligation within three (3) business days from the return receipt of COLONY POOL SERVICE OF DELAWARE, INC.

To cancel a service, call (302) 762-2250 or email colonypool@colonypool.com.

GUARANTEE

Should any defect arise in the filter system, pool circulation lines, heater, pump unit or sanitizing system due to COLONY POOL SERVICE OF DELAWARE, INC. improper winterizing or usage of defective materials, then such defects shall be repaired at no cost to the owner. The guarantee applies only if COLONY POOL SERVICE OF DELAWARE, INC. performs winterization prior to any "Freeze" which results in damage to previously for noted pool components; further, any such damage will be noted on the invoice covering the winterization. COLONY POOL SERVICE OF DELAWARE, INC. is not responsible for refilling the pool with water or water bills to refill pool. Guarantee shall not include pool shell, deck, coping or spa type return jets. **ANY SERVICE RELATED COMPLAINTS OR BILLING ERRORS MUST BE FILED IN OUR OFFICE IN WRITING WITHIN 10 DAYS OF BILLING OR TOTAL INVOICE IS DUE IN FULL.**