



Hydro Pool & Spa, Inc.

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2024 Swimming Pool / Spa Care Agreement

NAME:	DATE MAILED/SIGNED:
STREET ADDRESS:	CUST No.
CITY, STATE, ZIP:	EMAIL ADDRESS:

Thank you for choosing Hydro Pool & Spa (hereinafter us/we) as your residential pool / spa care company. This service agreement details our plan and commitment to provide the most professional care for the customer's (hereinafter you) swimming pool / spa.

Swimming Pool / Spa Care Agreement Options

Prices shown are per visit		Pool	Standalone Spa
Weekly	A. Including regular maintenance chemicals*	\$134	\$130
	B. Not including any chemicals	\$115	\$120
Bi-Weekly	C. Including regular maintenance chemicals*	\$154	\$130
	D. Not including any chemicals	\$135	\$120

Circle your Selection

Pool Service: **A / B / C / D**

Spa Service: **NO / A / B / C / D**

Hydro Pool & Spa Shall Provide the Following Services

<ul style="list-style-type: none">• Test and balance water• Vacuum pool / spa• Skim pool / spa surface• Brush pool / spa walls and floor	<ul style="list-style-type: none">• Clean waterline• Clean skimmer basket(s)• Clean and test auto cleaner• Clean pump basket(s)	<ul style="list-style-type: none">• Clean filter as needed• Rinse deck (pools only)• Wipe down cover (spas only)• Advise of necessary repairs
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Additional Cleaning Service

Once your pool / spa is opened, there may be a need for additional cleaning to prepare or bring your pool / spa back to usable condition (after opening, following a storm or after heavy use, for example). Any additional cleaning visits / service will be billed separately.

Chemicals

For pool / spa care plan 'A' & 'C' clients we will provide and administer all regular maintenance chemicals* as needed to service your pool / spa. For pool / spa care plan 'B' and 'D' clients our technician will manage your chemical inventory to service your pool or spa. Additional chemicals needed for your own use will be delivered upon request and billed separately to your account.

Service Pre-Authorization (REQUIRED)

On occasion, unexpected repairs may have to be performed. Will you pre-authorize us to perform incidental repairs up to \$250.00 without additional approval beyond this agreement? **Approved? YES / NO** (Circle your selection)

Acceptance and Payments (REQUIRED)

Card Number:	Expiration Date:	Security Code:
Signature:	Requested Start Date:	
Address (only if different from above):		

Notice: Hydro Pool & Spa, Inc. is a licensed contractor in the State of Maryland. All inquiries regarding contractors should be directed to the Maryland Home Improvement Commission at 1-888-218-5925.

Terms and Conditions of Agreement

* Regular maintenance chemicals include shock, preventative algaecide, and sanitizer. Bi-weekly is every other week; you must care for your pool / spa the weeks we're not scheduled for service. The visit includes up to 45 minutes of service labor, additional service labor time will be billed separately at our standard rates. Services are done Monday through Friday, sometime between 8 AM and 6 PM. We will assign the regular service day. Pools over 800 square feet surface area may incur a surcharge (to be quoted separately). It's your responsibility to maintain the proper water level in the pool and / or spa, provide access to the pool / spa area, as well as the operation of the automatic pool cover (if present). For Pool Care Plans 'B' and 'D', you are responsible for having all necessary chemicals on site. A service supplies fee of \$10.00 applies, this charge is for materials used in providing the service, including but not limited to nuts, bolts, washers, pins, lubricants, sealants, tape, rags, fuel. Failure to provide access or to notify us of any appointment cancellation or service suspension with a minimum of 24 hours will incur a \$75 trip charge. If two or more of these services are done on the same visit, a 50% discount will be applied to the lowest-priced service(s) per the current rates at time of service. A valid and current credit card number on file is required for payment of all monthly charges. If your credit card and / or contact details change, it's your responsibility to timely provide us the updated information. We will send you a detailed statement at the end of the month. You authorize us to bill the statement balance to your credit card on file. If your card is declined, service will be put on hold until new card details are provided, and the balance paid. Please, contact us immediately if you are not satisfied with our service as we cannot offer any refund or credit for problems that are brought to our attention 7 days after the service date. After a minimum of 12 weekly and / or 6 bi-weekly visits, you may cancel service with a 7-day written notice; any unpaid balance will become immediately due and be charged to your card on file. Should you prematurely cancel this agreement, you accept and authorize us to charge your card an early termination fee equal to 50% of all services remaining to complete the indicated minimum. Finance charges will accrue at a monthly rate of 1.5% on all outstanding past-due balances. Past due balances are balances older than 30 days. You agree to pay us the outstanding principal balance, plus 1/3 of the principal balance as collection costs, plus attorney's fees, plus court costs. Any disputes arising hereunder, whether in contract or tort, shall be governed by the laws of the State of Maryland and the appropriate court in Montgomery County, Maryland shall have exclusive jurisdiction and venue. One service frequency change is allowed per calendar year. Swimming pool service ends the day it's winterized. Standalone spa service ends with a 7-day written notice. This Agreement will end no later than March 31st, 2025. The person signing this Agreement acknowledges and affirms that it has the authority to execute this Agreement and bind all the owners of the property described on this Agreement.

Pool Care Made Easy