



# Residential Service Agreement

Name: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 City: \_\_\_\_\_ Zip \_\_\_\_\_  
 Alt. Billing Address: \_\_\_\_\_

Phone: \_\_\_\_\_  
 Cell Phone: \_\_\_\_\_  
 Email: \_\_\_\_\_  
 Alt. Phone: \_\_\_\_\_

Service Instructions: \_\_\_\_\_

Access Information: \_\_\_\_\_

**Payment Terms:** All Payments are to be Received on or before the 10<sup>th</sup> Day of the Month. Interest will be added on unpaid balance of 1.5% per month. Should this account be placed in the hands of a Collection Agency or Attorney for collection, all reasonable collection fees, court costs and attorney fees will be added to your account.

Mail My Invoice, and I will Pay My Account, per the Payment Terms

Email My Invoice, and I will Pay My Account via Credit Card, per the Payment Terms

Email My Invoice, and I will Pay My Account via Bank Draft issued from My Bank, per the Payment Terms

**Service Terms:** Westlake Pool and Spa, LLC proposes to provide Weekly Bi-Weekly Monthly (circle one) Pool Service at the above address for \$ \_\_\_\_\_ per month. Chemicals are an additional charge. Sales tax at 8.25% will be added to this amount.

**The Following Service is Included with Each Visit:**

- Test and Balance the Water Chemistry for Chlorine, Salt, pH, and Total Alkalinity.
- Empty Traps and Skimmers, Empty Poolsweep/Automatic Cleaner, and Backwash Filter as Needed.
- Inspect All Pool and or Spa Equipment.
- Brush Tile/Stone, Walls, Steps, and Floors. (Calcium Removal from Tile/Stone is an Additional Charge)
- Skim Debris and Leaves from Water Surface.
- Vacuum or Leafmaster the Pool, as Needed.
- Add Water to Pool while on Site, as Needed.
- Leave a Note after Each Visit Detailing Work Done and Any Problems Noted.

**The Following Terms and Conditions Apply to the Service:**

1. **Safety Issues:** The Homeowner/Resident is Responsible to Maintain Code Compliance with the City on Issues such as Fencing and Gates, and all other Safety Issues.
2. **Water Level:** We will add Water while on Site and will Turn it off when we leave. If Water is still Needed, it will be Noted on the Door Tag when Visit is Completed.
3. **Chemicals:** All Chemicals are Provided by Westlake Pool and Spa, and Stored on our Vehicles, unless otherwise Noted on your Account. These Chemicals Include: Chlorine, Salt, Muriatic Acid, Algaecides, and Tile Cleaner.
4. **Payment Terms:** Service is Billed on the Last Day of Each Month, and Must be Paid by the 10<sup>th</sup> Day of the Next Month, in order to insure uninterrupted service. Repairs are billed when complete and are payable upon receipt. Unpaid bills can result in suspension and cancellation of service, and the referral to a collection agency or attorney as stated above.
5. **Rain and Freeze Visits:** In the event of rain or freezing temperatures below 25 degrees, we will perform a chemicals and equipment check only. No refunds will be given for this type of visit.
6. **Termination:** Service may be terminated by either party with a 7 day advance written notice.
7. **Pets:** The Homeowner/Resident is responsible to contain and restrain their pets.
8. **Additional Cleanup Charges:** In the event that the pool is unusually dirty at time of service, or in the event that the pool receives excessive debris and/or dirt load due to landscaping, weather or poor draining, there will be an additional charge of \$45.00 per hour for each hour over the normal time.
9. **Customer Satisfaction:** Our goal is your complete satisfaction. In the event that a job is not satisfactorily completed, it is the customers responsibility to notify Westlake Pool and Spa within 5 days of service (preferably sooner), so that we can look into the matter and resolve it quickly. If you do not bring the issue to our attention during that time frame, then we cannot issue any credits, if deemed necessary.
10. **Repairs:** We are happy to perform all repairs and most remodeling for your pool and/or spa. Call us for an estimate. Our labor charge to dispatch a technician to your pool is \$80.00 per hour, parts are additional. This is charged on all service calls unless other arrangement is made at the time the service call is requested. If you feel a service call should not be charge for any reason (warranty, etc.), please make this clear when calling in a service request. Otherwise the call will be charged at full rate.

Respectfully submitted by Westlake Pool and Spa, LLC. Date \_\_\_\_\_ Signature \_\_\_\_\_

The above prices and specifications are satisfactory and are hereby accepted. I hereby authorize you to do the work and agree to pay according to the terms outlined in this agreement.

Date \_\_\_\_\_ Signature \_\_\_\_\_ Printed Name \_\_\_\_\_

**Westlake Pool and Spa, LLC 3267 Bee Cave Road, Suite 107, PMB 132 Austin, TX 78746 Phone: 512-241-9891 Fax: 512-519-9556  
 www.westlakepoolandspa.com**