

# Terms and Conditions

## Vacation / Holidays:

Please be aware that My Ds Pools billing schedule is on a 48 week per year/4 weeks per month cycle. Whenever there is a '5<sup>th</sup>' week of service, instead of charging the customer extra for that 5<sup>th</sup> week, it is used in exchange for Holidays and Vacations, which calculates out to four (4) weeks for vacation and holidays per year (if this is confusing in the slightest bit, please call me to discuss). If service needs to be done during these holiday or vacation weeks, depending on the situation, there may be an additional service call fee.

**1.Late payments/fees:** Please pay your bill by the due date of the 15<sup>th</sup>. There will be a \$25.00 late fee if payment is not received in full by the due date.\* There will also be a \$25.00 Returned Check Fee if any check is returned to me for insufficient funds.

If any balance should go 15 days past its due date, there would be a notice sent for STOP of service. To continue service payment must be up to date, and if the payment is not up to date your account will be handed over to a collections agency for collection.

**2. Rain Policy:** If there is a heavy rain, which does not happen very often in San Diego, customers may only have minimal service or be passed over. Because its obviously raining on those days, there will be no email or phone call to inform you of the Rain day.

**3. Pool/Spa Water Liability:** It is the ultimate responsibility of the customer to maintain the water level on their pool/spa. Our liability insurance does not cover flooding if the water should accidentally be left on. Furthermore, if a lot of water is needed, we are not at the customer site long enough (pools) to wait for it to fill. IF a situation should arise that the pool/spa is required to be filled, a fee will be charged based on the additional amount of time that was needed, or number of trips back to the site, to bring the water level up to a satisfactory level.

**4. Entry ways:** Please be sure to keep all entry ways and gates clear, making it easy to access your pool or spa and minimizing the potential for accidents. On occasion, a lot of heavy and awkward equipment/chemicals are carried into the backyards, and an approximate **3 foot wide** cleared entry way is required for ease of entry. Plus, we don't want any injuries due to slips or falls.

**5. Entrance Obstruction / Pets:** In occasions where the gate is locked or pets are left out and we don't feel that it is safe to enter the property we will not be able to service pool/spa. We will leave a notice and if you would like us to come back another time or day there will be a return trip fee of \$25.00.

**6. Disaster Recovery:** If there is going to be a disaster recovery of a pool, please keep in mind that **there is an additional charge** if the time it takes to clean up the pool takes longer than normal. Please notify us if this situation arises, so that we can plan our work schedule accordingly.

**7. Toys/Safety:** Please be sure to take all toys out of pool – Not only can they can get stuck in the pool vacuums which interferes with the vacuum's job of cleaning the pool, but can also break the vacuum or get stuck in the pipelines, causing expensive repairs. Furthermore, we cannot guarantee that they will be taken out of our net if netted out of the pool.

Please take rafts/floats/blow up toys out the pool as they could very easily be popped or damaged when the pool is being cleaned. We cannot take responsibility for any damaged floats/rafts/etc. that are left in the pool when its being serviced.

**8. Pool Covers:** We are not responsible for taking off your pool cover so please be sure to take out your pool cover every week when we service your pool, If it is not taken off we would do our best to work around the cover and we cannot take responsibility for any damaged cuts/tears/etc.

**9. Filter Cleaning:** We would prefer to clean filters and do backwashes ourselves, however, customers need to notify us if they do either of these things themselves to ensure that there is not a duplication of efforts. Also, Tank O-rings might be needed to be replaced when filters are cleaned. IF the O-ring is not replaced at the time of the filter clean, there will be a \$40 labor charge to replace the O-ring if done after the filter cleaning.

**10. Spas:** If a customer wishes to drain and clean their spa themselves, please be sure to clean the filter as well. If the filter has to be cleaned by us after a customer drains the spa, then there will be a \$20 fee. Please be sure to coordinate this with us as start-up chemicals **MUST** be added within a day or two of the new water being added to the spa.

-If a customer is notified that the water in their spa is exhausted and needs to be changed, and the water is not changed within 2 weeks of the notification, all the costs of the additional chemicals that are added after the 2<sup>nd</sup> week will be passed on to the customer and added to the monthly invoice.