

## Swimming Pool Service Level Agreement:

### Objectives of the weekly Pool Service:

- To protect your investment by controlling and keeping the pool in perfect condition. Neglect could have a major impact on pool walls, equipment and change the life span from, for example 10 years, to just a couple of years.
- To maintain chemical levels in your pool - Chlorine, pH, Salt, Total Alkalinity, Calcium Hardness (depending on the water quality), Bromide, Algaecides, Salt Levels, Acid Levels and Temperature (depending on available equipment). To vacuum your pool, empty skimmers, clean tiles, backwash and rinse the filters, clean strainer baskets and clean automatic vacuums.
- **Pools cannot be filled by pool service staff** – this will be the client's responsibility as it is very time consuming.
- To keep your equipment clean and regularly inspect your pump room.
- With every change of season (and weather conditions), extra pool stabilizers will be added to your pool to maintain the chlorine levels. This will be added to your invoice.
- To make sure that the water quality in your pool will not affect your skin and will always be in a perfect condition, you'll have access to free extensive water analyses at our shop (just bring ½ a liter bottle of water to our shop).
- During the weekly service we'll regularly check the complete system. This includes checking the pump (if the pump has bearing problems, it may cease to work), filter, filter sand, pool cleaner and the electrical (timer) systems. If there are any problems or changes needed, we'll contact you with the necessary advice and pricing information, and a **Maintenance Team** will be sent to do the repairs.
- Any repairs essential less than NS500 will be done without consulting the client. For repairs needed which is more than NS500 we will consult you.

### Entering our pool service for the first time:

- On many occasions, when signing up for our pool service, your pool will need a once-off maintenance treatment before handing it over to the pool service department. If changes are required, we'll add the additional costs to your invoice.
- Because an automatic pool cleaner is necessary to offer you an optimum service and sparkling pool you will have to purchase one. We can advise you on the most suitable type for your pool.
- All trees and plants around and close to or overhanging your pool must be trimmed back. Leaves can pollute a pool to such an extent that the normal pool service will not be able to keep it clean. Any additional labor and chemicals required on such an occasion will be charged extra.



## Schedules & Access to your premises:

- Please note that LIC Pool Service have a specific schedule according to which the pool services are planned. With special arrangement, certain areas can be serviced on specific days and overlapping of different areas makes it possible to accommodate these clients.
- Kindly note that despite our best intentions Lic Pool will be at your house every week. In the case that there is not someone to open for the Lic pool representative you will not be allowed to claim for the fact that we could not clean the pool during the scheduled visit.
- LIC must have access to a property for the entire pool service day. If you prefer to, a key or gate remote control can be given (safety guaranteed) to enable LIC's Service personal to have access to your property.
- Please note that if a pool service appointment is missed due to the fact that LIC did not have access to you property, an extra transport cost of N\$40 will be charged.
- Sometimes, due to unforeseen circumstances, you might be out of town and LIC has no access to your property. If your pool turns green during this time and we have to use extra chemicals to clear and balance the water, you will be charged extra.
- Heavy rains which from time to time will cause a lot more chemicals to be added to your pool to maintain the sparkling condition. The once a week visit of a Lic Pool representative will in such a case not be enough and it will be essential that you also test the water and ad extra chemicals.
- Stabilizer will be added as a (once off) on a yearly basis to your pool.
- When the LIC Pool service personal enter your premises, please ensure that your dogs are kept away from the pool area.

## Feedback

- Despite constant training and monitoring systems being put in place as well as countless measures to try and motivate our service people we rely on your feedback to be able to put measures in place make sure you get the service you expect. If you do not experience the desired service or if you get very good service please contact Desiree Karsten to give us your feedback. You can also e mail us at [poolservice@licpool.com](mailto:poolservice@licpool.com)

## Payment & Service Level Agreement Conditions:

- All contracts run for 12 months and are tacitly extended by another 12 months every time. Contracts can only be terminated **(2) two months** before the agreement expires.
- Please note that our prices are subject to change once a year and you'll get written notice one month prior to each change.
- The payment of the LIC Pool Service can be done in two different ways
  - Prepaid 12 months in advance (3% Discount)
  - Monthly by signing a Debit Order Authorization (**Compulsory**)

Pool capacity	Monthly fee
Small - 30 000 Liters	N\$ 595.00
30 000 Liters - 60 000 Liters	N\$ 850.00
60 000 Liters - 100 000 Liters	N\$ 1165.00
101 000 Liters - 160 000 Liters	N\$ 2300.00
160 000 Liters - Bigger	on request

- Pool Service will be minimum once per week
- Winter stops are not recommended as a Maintenance Team will have to do inspection of system and pool before pool service can be re-instated, and will be for the client's account.
- Pool Service does not start services if pool is not sparkling clean and system in 100% working condition.
- Jacuzzi's, Ponds and Fountains will be quoted additionally as per client's request, and according to the measurements.



## Signing up for the LIC Pool Service Level Agreement:

- Yes, I would like to use the LIC service and have read and understood the terms and conditions and will comply with all the terms and conditions in the Pool Service Agreement document.
- Please select choice of payment by placing an X on the sheet.
- If you request, we can send you our detailed delivery terms and conditions.
- Please make sure that the information you have provided us is correct.
- Please add your email address to receive important details of pool matters and promotional specials on offer.

Please select the Service Level of your choice by marking it with your initials	
<b>Pool capacity</b>	
Small - 30 000 Liters	
30 000 Liters - 60 000 Liters	
60 000 Liters - 100 000 Liters	
100 001 Liters - 160 000 Liters	
160 000 Liters - Bigger	
Please select a method of payment by marking it with your initials	
I will prepay 12 months	
I will prepay 6 months	
I have signed a Debit Order Authorization and will pay monthly (Compulsory)	

Name & Surname		
ID number		
Postal address		
Telephone	(Home)	(Work)
	(Cell)	(Fax)
Email address		
Residential address		
About the pool	How old is your pool:	Pool heating:
	Do you use a Salt Chlorinator:	Brand:
Additional information		
Client signature		
Date & Place of signature		

