

## SPRING 2021 POOL OPENING 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](mailto:colonypool@colonypool.com)  
 Book Online: [www.colonypool.com/service-contract](http://www.colonypool.com/service-contract)

### 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: \_\_\_\_\_

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

### ADDITIONAL SERVICES/ESTIMATE REQUESTED:

<input type="checkbox"/> Renovations	<input type="checkbox"/> Coping/Tile Replacement	<input type="checkbox"/> Caulk	<input type="checkbox"/> Sandblast	<input type="checkbox"/> Pebble Tec®	<input type="checkbox"/> Replaster
<input type="checkbox"/> Equipment Upgrades	<input type="checkbox"/> Loop-Loc® or Merlin Safety Cover	<input type="checkbox"/> Spa Cover	<input type="checkbox"/> Baby-Loc® Safety Fence	<input type="checkbox"/> Indoctrination	
<input type="checkbox"/> Inspection	<input type="checkbox"/> Pool Maintenance (Weekly Service / Vacation Service)	<input type="checkbox"/> PowerWash	<input type="checkbox"/> Other		

### POOL OPENING SERVICES REQUESTED:

<b>Winter Cover Removal/ Fold for Storage</b>	Remove, fold, and store pool cover on customer's property. Pool cover must be dry prior to service appointment to avoid additional charge. If Colony Pool Service, Inc. needs to pump pool cover and/or remove debris from pool cover, additional charge will be assessed, and billed separately. Price based on standard pool cover sizes. <b>Additional charge may be assessed for oversized pool cover, and covers with raised wall cable system.</b>	<input type="checkbox"/> Mesh Cover	\$ 90.00
		<input type="checkbox"/> Solid Cover	\$ 130.00
<b>Spring Pool Opening / Reassembly</b>	Customer must have water level raised to operating level upon Colony Pool Service, Inc.'s arrival. All accessories and equipment removed at winterization must be left poolside for Spring Reassembly of Pool. If water level is too low and/or heater will not light, Colony Pool Service, Inc. will return back at a later date. <b>Additional charge for return trip will be assessed, and billed separately. Any necessary repairs and/or parts will be provided, and billed separately.</b> <b>- Pool Opening/Reassembly Does Not Include Removal of Pool Cover or Chemicals.</b>	<input type="checkbox"/> Standard Pool	\$ 265.00
		<input type="checkbox"/> Standard Pool with Spa	\$ 270.00
		<input type="checkbox"/> Caretaker Floor Returns	\$ 15.00
<b>Shock and Balance Pool Water</b>	Includes initial brush-down of walls (if necessary), chemicals to adjust pH, alkalinity and hardness, and one (1) container of pool shock & clarifier. <b>Price does not include Salt.</b> <b>- PLEASE INDICATE IF POOL IS ON BAQUACIL/CLEAR COMFORT</b>	<input type="checkbox"/> Yes	\$ 95.00
		<input type="checkbox"/> Yes <input type="checkbox"/> No	
<b>Vacuum Pool</b>	This service will NOT be completed at day of Spring Pool Opening/Reassembly. Customer must notify Colony Pool Service, Inc. as soon as swimming pool bottom is visible in the deep end to initiate service. Additional charge over (1) hour will be assessed to customer, and billed accordingly. Vacuuming service will continue until swimming pool is clean, clear, and ready for use. <b>Additional charge will be assessed for any chemicals added, or used to aid in the clean up of pool water. If, for any reason, customer wishes to discontinue, please contact our office at (302) 762-2250.</b> <b>Note: This may take numerous visits, hours, and patience.</b>	<input type="checkbox"/> Yes	\$125.00/hour
<b>Weekly and/or Bi-Weekly Maintenance Service</b>	Service includes: Check and clean pump and skimmer baskets, brush down floors and walls of pool, if necessary, vacuuming pool, backwash as needed, test and adjust pH, alkalinity, and hardness, if necessary, check sanitizer (chlorine, bromine, etc.) and add, as needed, shock pool. <b>Chemicals, repairs and/or parts will be provided, as necessary, and billed separately.</b>	<input type="checkbox"/> Yes	Quote Request
<b>Empty and Clean Pool</b>	Water will be pumped within 100' of deep end (directed by customer), and pool will be washed with proper solution. Colony Pool Service, Inc. cannot be responsible for damage to pool shell caused by underground hydrostatic water pressure. <b>Customer is responsible for obtaining any necessary local permits relating to the discharge of swimming pool water, installing plugs and filling pool. Excessive debris, stains or discharge hose will be assessed additional charge, and billed separately. Pools larger than 20x40 may incur an additional charge.</b>	<input type="checkbox"/> Standard Pool	\$1300.00

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For convenience, we offer our clients an option to complete their Pool Opening Service Contract online via [www.colonypool.com/service-contract](http://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](mailto:colonypool@colonypool.com), **fax**, or **mail** to reserve a date. Prices quoted are for standard systems and pools up to 800 sq. ft. for Spring 2021. 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 OPENING, PLEASE HAVE THE FOLLOWING AVAILABLE: (1) ACCESS TO POOL AREA, (2) BASKETS AND PARTS; (3) ACCESS TO WATER; (4) ACCESS TO ELECTRICAL PANELS; AND, (5) ACCESS TO ANY AUTOMATION CONTROLS.**

**ACCEPTANCE OF COLONY POOL SERVICE, INC.  
SPRING 2021 POOL OPENING SERVICE CONTRACT – FRONT AND BACK AGREED AND ACCEPTED:**

The requested services, specifications, and conditions are satisfactory and are hereby accepted. Colony Pool Service of Delaware, Inc. is authorized to do the work as specified. Any additional repairs, replacement parts or chemicals necessary as noted in this Service Contract will be billed to you in addition to the contracted price. Total outstanding balance is due for all services and supplies at the completion of the services rendered, and receipt of invoice. Please report any questions or concerns with the service within ten (10) business days of receipt of invoice. The absence of notification shall represent your agreement and acknowledgement that the service has been completed to your satisfaction.

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.

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 e-mail [colonypool@colonypool.com](mailto:colonypool@colonypool.com)

X \_\_\_\_\_  
**CUSTOMER SIGNATURE** **DATE**

**COLONY POOL SERVICE OF DELAWARE, INC. - SERVICE AGREEMENT PROVISIONS**

**NO WORK WILL BE SCHEDULED UNTIL A COMPLETED SIGNED CONTRACT WITH PAYMENT IS RECEIVED TO COLONY POOL SERVICE OF DELAWARE, INC.** You will be required to provide a credit card to keep on file for the duration of this Service Contract. Your account must be current to receive service. 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 Customer (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 requested 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.

**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 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, tile, coping, or spa type return jets.