

Pool Cleaning Policies and Procedures

The client hereto agrees as follows:

- 1) **solu service gmbh** and its employees agree to provide services stated in the contract in a reliable and trustworthy manner. In consideration of these services and as an express condition thereof, the client expressly waives any and all claims against **solu service gmbh** or its employees, unless arising from gross negligence on the part of **solu service gmbh**.
- 2) Customer is responsible for maintaining proper water level between agreed visits to prevent damage to coping, tile, etc. Customer is responsible for raising water level to mid-skimmer prior to visit. Additional fees can apply if water needs to be added.
- 3) **solu service gmbh** prefers that gate locks are unlocked for the day of cleaning. If it must be locked and we can not access your home, you will still be billed for that visit.
- 4) **solu service gmbh** prefers that pets are restrained the day of our visit. Client is responsible for all actions of pets. If we can not access your pool because of aggressive pets, you will still be billed for that visit.
- 5) **solu service gmbh** is not responsible for damage to pool resulting from improper water chemistry.
- 6) **solu service gmbh** does not guarantee full operation of any equipment at any time. If equipment is found to be unoperational or pose a possible future failure, we will notify client and provide a written estimate of repairs.
- 7) Client agrees to the rate of €50 per hour for service calls where the pool is excessively dirty due to landscaping projects, poor drainage, etc. This rate will begin at the end of our normal service time.
- 8) **solu service gmbh** will not accept time specific calls as we can not guarantee specific times accurately. We reserve the right to cancel scheduled cleanings due to rainy or otherwise inclement weather but monthly rate is not affected thereof. However, **solu service gmbh** shall at least try to maintain chemical balance if weather condition allows.
- 9) Business and visiting hours fall between the hours of 6 a.m. and 2 p.m. and services are usually completed during this time.
- 10) **solu service gmbh** reserves the right to deny service or terminate service because of safety concerns, financial concerns, or inappropriate or uncomfortable situations.
- 11) Fees are determined by size of pool, number of tons of water, condition of pool, inclusion/exclusion of chemicals, and additional services requested. An estimate is given over phone, but actual fee can not be given until **solu service gmbh** is on actual property and can determine how long cleaning will take. These rates are subject to change as the condition of your pool changes.
- 12) A checklist will be maintained by **solu service gmbh** to show exactly what we did at each visit to avoid confusion.

This agreement will remain valid for future service, with the exception of any agreed on changes in services, fees, visits and times.

- 13) **solu service gmbh** does not do holiday visits. If your scheduled day falls on a holiday, **solu service gmbh** will not visit but monthly rate is not affected thereof.
- 14) Payment is expected 10 days after bill has been issued. There will be a 20% finance fee added on for payments later than 15 days and accrued monthly.
- 15) Returned checks are subject to a €30 fee. In the event of a returned check, the client must pay the entire invoice and all applicable fees promptly via cash or money order only.
- 16) Guarantee Policy: **solu service gmbh** wants you to be completely satisfied every time. If you are not satisfied, **solu service gmbh** will come back to your pool and fix said problem at no additional charge. Client must call within 24 hours for guarantee to apply. Please note as leaves continuously fall and the wind continues to blow, we can not guarantee your pool will be completely free of debris for 24 hours.
- 17) Termination of service contract must be done giving 1 month notice. For breach of this notice you will still be billed for the time being.

By accepting and / or signing below the client fully understands and agrees to the contents of this agreement and gives **solu service gmbh** right to enter property and perform duties as stated in the agreement and checklist:

Client's signature

Date