

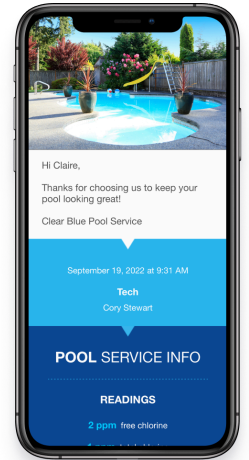


## Welcome to Alotta Pool Service,

We understand that pool ownership is a luxury and pools must be properly maintained over time through proper care and preventative maintenance. We feel it's important to outline expectations in our partnership to ensure peak satisfaction all year round. Please read all of these Terms of Service so you can ensure we are the right fit for you. We find that these terms and conditions ensure that we can meet expectations as a team. This is a Pool Service Agreement, and the service can be terminated at any time by either party.

### Our Weekly Services Overview

- ✓ **Certified Pool Operator®** - Licensed and Insured to Clean Pools in the State of FL!
- ✓ Langelier Saturation Index - Adhere to proper industry standards of care
- ✓ Water Analysis - To keep the pool balanced and safe to swim
- ✓ Service Checklist - For transparency, so you can see what we do
- ✓ Direct Contact - For reminders and communications
- ✓ Photos - Clarifications and accountability
- ✓ Repair Recommendations - To keep your equipment in top condition
- ✓ Digital Service Email - To speed communication and facilitate faster service



### Our Weekly Extra Services

#### Extra Visits:

Sometimes once a week service isn't enough. Vacation rentals and properties with high swim usage or open pools with a lot of debris may be required to have service twice a week. One time additional cleans can be added to your service as well. Contact us for availability and rates.

#### Minor Repairs:

Repairs that cost under \$75 that affect the performance of your pool equipment or chemical dosing will be done without authorization. These minor fixes can waste time to be communicated back and forth while your pool or pool safety is compromised. Therefore, we will take care of these items for cheaper than the cost of going to the store to replace yourself. This includes services for O-rings, chlorine floaters, water levelers, replacement lids and baskets, and some vacuum repairs. Items that are more than \$75 or require a labor charge will need to be authorized first. We do not maintain/clean/install customer or third-party-supplied parts (filters, motors, salt-cells, etc.). This is to ensure safety of our team and a consistently high-quality service experience.

#### Service Calls / Diagnosis:

Sometimes issues evolve that are beyond the skill of our weekly team. If this occurs one of our repair technician partners may be scheduled to come to your home. Any charges for these services are applied to the cost of the total repair. In the event that you choose not to do the repair with us, you may incur a diagnosis fee.

### 2025 POOL CLEANING SERVICE AGREEMENT

Dean of Clean Services, LLC d/b/a Alotta Pool Service | 239.572.9200 | [info@alottapoolservice.com](mailto:info@alottapoolservice.com)

Mailing Address: 8951 Bonita Beach Road SE - Suite 525-351, Bonita Springs FL 34135

[www.alottapoolservice.com](http://www.alottapoolservice.com) | CPO# C-063248



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## Residential Pool Services

**Complete Pool Care (CPC)** \$150/Month  
Service (1x weekly/4 visits) and No Less Than One (1) Filter Cleaning/Quarter\*  
Includes: Basic Chemicals to Balance Water to Langelier Saturation Index and as needed: Brush, Clear Skimmer and Clean Rim, Skim Floor/Surface, Commercial Vacuum  
Bonus Digital Service Follow Up and Online Customer Pool Portal Access

**Complete Pool Care PLUS (CPC+)** \$185/Month  
Service (1x weekly/4 visits) and One (1) Filter Cleaning/Month\*  
Includes: Basic Chemicals to Balance Water Chemistry to Langelier Saturation Index, Monthly Vacuum, Weekly Brush and Skim, and as needed: Treat Tiles, Clear Skimmer and Clean Rim, Clean Salt Cell Up to 2x Annually, Replace 1x Pool Filter Element Annually  
Bonus Digital Service Follow Up and Online Customer Pool Portal Access

### **Additional Services**

- +\$35 for salt cell cleaning
- +\$25 for vanishing/infinity edge
- +\$20 for non-caged pools

*All tiers include specialty chemicals to manage phosphates <200ppm at no cost (\$75 value)*

### **Additional Offering**

Green Pool Clean Up \$450

Service (3-4 cleanings), water balance and chemicals included.

\*\*Cost may vary based on the condition of the pool, labor and the amount of chemicals needed.

One Time Clean & Balance \$275

Service (1 cleaning), water balance and chemicals included

## **Billing & Online Pool Portal**

Our billing method is to charge a flat rate for the labor of our experienced technicians and the cost for the standard amount of chemicals your pool needs. We will charge for additional chemical dosage that falls above the standard amount of chemicals your pool needs.

Monthly Service bills are due on the 15th day of the service month and we will send your invoice through Skimmer, our service management software. You can access your Customer Pool Portal from our website where you can see service history and update payment methods. By adding your card information to Skimmer, you allow us to keep it on file for automatic payments processing.

\*Final Costs are Subject to Gallonage and Alotta Pool Service Health Exam of the Pool\*

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### **Preventative Maintenance**

Routine preventative maintenance is an important part of pool ownership. We will notify you of any urgent issues. Filter cleanings, salt cell cleanings, and vacuuming of the pool (and spa if applicable) are an important part of maintenance and upkeep of a pool and/or spa. We will be performing these when necessary to keep your system running correctly. We require filters to be replaced when they are no longer filtering the water sufficiently. We will also bill for chemical recharges during “washout” events (i.e., named storms, excessive rain, etc.)

### **Larger Repairs**

We will keep an eye for repairs that may impact your pool's performance. We are not liable for equipment failure due to age, wear, prior damage, or manufacturer defect. Our office team will reach out when anything comes up to let you know the best corrective options. Long delays in authorizations for repairs can result in the pool not looking great. Although we are willing to supplement a faulty system with more work for a short period, we may need to change the rate or reconsider service if maintenance issues go unaddressed for a long period of time. In order to keep our pricing as low as possible, we will also require deposits on larger jobs.

### **Locks**

We understand that some homeowners feel that they need to keep their gates locked. We prefer combination locks or for the gate to be unlocked for us. Sometimes the keys can be tough to coordinate for repair visits and we may ask for your help in assisting us with scheduled visits. If we arrive for service but are unable to access the yard due to a locked gate or aggressive pets, we reserve the right to charge for a trip fee to cover labor costs. We understand that accidents happen and may waive charges on rescheduled visits for one-time issues.

### **Time-Off Policy**

We bill 4 service days per month. In five-week months, we may reserve one service day away from your pool for fleet maintenance, continuing education, and holidays. We do not service pools Thanksgiving week or from Christmas Eve through the New Year. You'll be notified of our days away. Please contact the office for availability and pricing if you would like service on an away day.

### **Covers**

We are unable to remove or reapply pool covers on a customer's pool. In the event that a pool cover is on for our service stop, we will still do a chemical and basket check, but will not be able to modify the cover out of concern of safety for our Technicians.

### **Water Level**

Our Technicians cannot turn on hoses without an automatic shut off valve being present and functioning. Pool owners without this equipment will need to monitor their water level to ensure the cleaning equipment can function all week long. Having the water level drop below the skimmer can cause equipment damage and the pool to turn green. If we arrive for service and the water level is too slow to safely function we will turn off pool equipment and notify you. Depending on the severity, we may not be able to complete a full service either. If additional visits are needed to reactivate the pool equipment, you may be charged.

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### **Service Cancellation**

This agreement is for a monthly term, renewing automatically unless canceled with a 14-day notice. In the event that you no longer need pool service, simply call or email us. We will stop service immediately or on a specified date. Please note that although you will not incur any additional charges, the chemical expense may still be owed. You will see the resolved invoice, and if a refund is owed, a check will be mailed out to you within 10 business days. In the event that we decide that our service is not a good fit for you, we will give you a warning and can offer suggestions of other options.

### **Dogs / Pets**

The pets of most of our customers are one of the best perks of the job! We are all animal lovers and appreciate the company of friendly dogs. We will ensure gates are secured so that your precious pets remain safe. However, if your pet doesn't feel the same way about us we do expect them to be indoors or away from all pool maintenance areas. It is the homeowners responsibility to keep us safe from their pets. We are happy to send a text message alert when on the way, and we keep the service on the same day every week unless advanced notice is provided. If we arrive for service but are unable to safely access the yard, you may still be charged for service. We understand that accidents happen and may waive charges on rescheduled visits for one time issues.

### **Service Schedule**

Our policy is focused on the safety of our team and keeping to the service schedule. We service customer pools Monday - Friday, between 7am and 6pm. For the most part, we will work in the rain. Common-sense decisions will be made for inclement weather which includes named/tropical storms, lightning, and hurricanes- all of which may result in a delayed or an expedited service visit. If there is lightning in the area on your scheduled service visit we will conduct a service without poles and do our best to return later that day if possible, but this cannot be guaranteed. To prepare for major weather events, you may see us visiting your pool ahead of your service day to prepare your pool which we will do our best to communicate to you ahead of time.

### **Verbal Abuse / Harassment**

Although extremely rare, we do not allow any type of verbal abuse or harassment to our team. They are instructed to cease contact if any occurs. We understand the frustrations associated with unmet expectations or expensive repairs and make every attempt to take great care of our customers. However, mutual respect is the only successful path to a resolution.

### **Peace of Mind**

Alotta Pool Service is licensed, fully insured, and certified to operate and maintain pools in the state of FL.

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### Our Service Commitment

We are a premium pool care service and work hard to prevent the extreme turnover that many other companies in the industry face. Our team is well compensated, prioritized, certified and trained. Our difference is that our team members receive their Certified Pool Operator Certification® through the *Pool & Hot Tub Alliance*. This means they are **licensed to clean pools** and are the type of people that are professionally certified to advise what your pool needs or will take the time to find out.

Our goal is to provide you with pool service in an efficient manner. Our average service stop usually takes between 10-15 minutes on larger pools while some smaller pools may take less time. This is because we are not interested in delivering a clean pool for one day every week, but rather a strong functional system that keeps the pool looking great all week long. If it feels like service is fast - that's a good thing. Happy pools are well balanced and require less time spent. Check your customer service portal to see how we cared for your pool.

That being said, other things can happen when we aren't there. We strive to keep capacity to deliver service multiple times a week for that reason. In the event that an issue pops up between services, you should feel free to contact us by phone, email, or text. Although more visits will frequently require additional payments, we make existing customers a priority and will ensure we get everything working great again as quickly as possible.

Thank you and welcome aboard!  
The Aotta Pool Service Team

**Thank you for choosing the Alotta Pool Service team as your pool care provider.**  
Please fill out the below for us to get you scheduled.

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### CUSTOMER INFORMATION

First and Last Name: \_\_\_\_\_ Date: \_\_\_\_\_

By checking this box, I agree to the terms and conditions of the Service Agreement

Choose Tier:  Complete Pool Care  Complete Pool Care PLUS

Additional Service(s): \_\_\_\_\_

Company (if applicable): \_\_\_\_\_

Service Street Address: \_\_\_\_\_

City: \_\_\_\_\_ State Abbr. \_\_\_\_\_ Zip: \_\_\_\_\_

Mobile Phone Number: \_\_\_\_\_ Additional Phone: \_\_\_\_\_

Email 1 for Invoices and Service Emails: \_\_\_\_\_

### POOL/SPA INFO & ACCESS

Type (check all that apply):  Pool  Spa  Combo  Rental: \_\_\_\_\_

Choose Chlorination Type:  Salt  Chlorine

Gallons (if known): \_\_\_\_\_ Baseline Filter Pressure PSI (if known): \_\_\_\_\_

Additional Services/Helpful Notes: \_\_\_\_\_

Gate or Access Code/Special Access Instructions: \_\_\_\_\_

Dogs:  Yes  No Are they friendly?  Yes  No

Dog or Pet Name(s) if applicable: \_\_\_\_\_

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