



## ***Spa Maintenance Service Agreement***

NAME: \_\_\_\_\_ PHONE NUMBER: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

CITY, STATE, ZIP: \_\_\_\_\_

EMAIL: \_\_\_\_\_

*We hereby propose to provide spa service at the above address.*

*Each visit will consist of:*

- 1) On-site water testing*
- 2) Chemical adjustment to water as needed*
- 3) Remove & clean filters*
- 4) Skim debris from surface*
- 5) Add water to water level if needed*
- 6) Wipe down cover with protectant*

***The following terms and conditions apply to the service:***

1. **Safety Issues**: The customer is responsible for maintaining local code compliances regarding safety issues including, but not limited to, fencing, gates, electrical, etc.

2. **Water Level**: We will add water while on site if needed and will turn it off when we leave. It is the homeowner's responsibility to maintain proper water level. Drain & Cleans of spa's are recommended once every 6-8 months. This can be scheduled as necessary with your technician.

(Hot Tub:\$250 Swim Spa: \$300)

3. **Chemicals**: All chemicals are provided by Hot Tubs of Central Texas which is included per the agreement. These include, but are not limited to, sanitizer, balancing chemicals, algaecide, & cleaners.

4. **Service Schedule**: Your service will be done by a trained technician on the same day each week, unless your regular technician is unavailable. We will notify you if your service will be done on a different day for any reason.

5. **Pets**: The homeowner is responsible to contain and restrain their pets whenever a service technician is on the property. In addition, the customer accepts responsibility for any injuries inflicted by pets on our technicians.

6. **Equipment/ Spa Repairs:** We will contact you directly if our technician notices an issue with your equipment. If you notice a problem with your spa prior to our next scheduled visit, please contact us immediately. Once the repair is authorized by you, we will dispatch the next available repair technician to your residence. Customer does not hold Hot Tubs of Central Texas responsible for equipment that may fail during use or service.
7. **Access:** The customer must provide ready access to the maintenance tech on the day of service, either by providing a key or insuring the spa and equipment area is unlocked on day of service. If the tech is locked out, there will be a \$50.00 trip charge to return and clean the spa. No refunds will be given on lockouts.
8. **Holidays:** We observe four holidays a year. 4th of July, Thanksgiving, Christmas & New Year's Day. If your normal visit falls on one of these days, the hot tub will not be cleaned. The charges will remain the same.
9. **Customer Satisfaction:** Our goal is your complete satisfaction. If a job is not satisfactorily completed, please notify our office within 24 hours, so that we can investigate the matter and resolve it quickly. If you do not bring the issue to our attention, we cannot correct the situation.
10. **Incllement Weather:** Texas doesn't experience many ice day but on occasion our service techs are unable to work on those days. If your service falls on a ice day, your technician will clean your hot tub on the following week. We do not bill on a 28-day cycle, which would be 13 billings a year. The 5-week months make up for the occasional bad weather days throughout the year.
11. Hot Tubs of Central Texas is **NOT** responsible for any natural wear and/or tear on spa or equipment.
12. **Payment:** A valid, current credit card is required for payment of all monthly charges. Visa, Mastercard, Amex & Discover are accepted. Hot Tubs of Central Texas will bill your service to your card. In the event your credit card is declined, your service may be interrupted.

Please circle desired service:

Hot Tub Service:            Weekly: \$225 per month    Bi-Weekly:\$175 per month

Swim Spa Service: Weekly: \$265 per month    Bi-Weekly:\$200 per month

*I hereby authorize Hot Tubs of Central Texas to do the work and agree to pay according to the terms outlined in this agreement. I authorize Hot Tubs of Central Texas to contact me for my credit card payment information. I authorize Hot Tubs of Central Texas to maintain my credit card payment information on file and charge my credit card each month. I acknowledge that services will be suspended if account is not current within 30 days.*

NOTES: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

Credit Card  
 Number: \_\_\_\_\_

Security  
 Code: \_\_\_\_\_ Expiration: \_\_\_\_\_