

Pool Closing Information Sheet

The following section describes the services that are provided with John's Leisurescapes pool closing service:

- Add winterizing chemicals – one shock treatment, one bottle of algacide, and 4 Litres of pool anti-freeze (these chemicals are included in the pool closing price).
- Lower water level
- Blow out all lines
- Drain filter, pump, heater, chlorinator, etc.
- Remove deck accessories
- Plug return inlets and skimmer
- Install the winter cover and ensure that it is secured appropriately

The following are NOT part of John's Leisurescapes's pool closing process:

- The team does not vacuum or clean the pool as part of the closing process.

Homeowner's Responsibilities (please read carefully):

By our arrival on the day of your scheduled pool closing, please ensure that the following items have been done in order to facilitate a smooth process:

- We recommend having your pool water professionally tested and balanced at least 2 days prior to closing.
- The pool should also be vacuumed and free of leaves and debris just prior to your closing date. A clean pool with balanced water will make for a much better opening in the spring, and will help protect the liner and pool structure over the winter.
- Gates to your backyard are unlocked and access to the pool area is unobstructed. If you are uncomfortable leaving the gate unlocked, please provide us with a key location or lock combination.
- Pets have been brought inside the house or safely secured away from the backyard area
- All necessary pool equipment is easily accessible and near the pool or in a nearby unlocked shed (winter cover, water bags, winterizing plugs, skimmer Gizzmos, cover lock, step cover, safety anchors, etc.). Any parts / equipment needed to complete the closing (whether they be missing or unusable) will be supplied and billed out.
- Water to an outside faucet must be on, and a hose that can reach the pool must be connected
- We require access to an active electrical outlet, nearby the pool
- When the closing is completed, we recommend that power be turned off to the pump/filter area for the winter. This is especially important if your system is on a timer so that the timer does not engage and turn the system back on once it's been closed.
- After pool closing, it is recommended to refill the pool under the winter cover to 12" below the top of the pool wall / coping (tarp/water bag and lock-in covers only).

Our pool closing service does not include ongoing maintenance of the winter cover. We are not responsible for winter covers that come out of their track, or come out of place due to weather, improperly-fitting covers, or water bags that develop leaks beyond 2 weeks of closing date. We are

also not responsible for what may happen if you choose to use anything other than water bags to hold down your winter tarp cover. We will only install water bags on closings, not blocks, bricks, etc.

Leaf nets are recommended to be removed after leaves are finished falling, but before the net freezes to the deck/cover.

Billing Information

Upon completion of your pool closing, we will send you a detailed invoice. The charges will be automatically applied to your credit card that is on file. If you would like to use a different card or payment method, please contact the store on or prior to your closing date. If you have any questions or issues with the invoice, please contact the store immediately to discuss it with the store manager.

Please report any issues or deficiencies with your pool closing within seven days following the closing date.

The pool closing charge covers only the services described above. Any additional work performed beyond the scope of this closing service will be charged on a time and materials basis.

* Please note: If you need to change or cancel your pool closing date, we require a minimum of 48-hours advance notice; otherwise a minimum charge will apply

Terms & Conditions:

- We do not guarantee damage caused by unforeseen or uncontrollable circumstances, issues that arise after the closing of the pool that are not a direct result of the closing of the pool, or damage caused to the pool or any of its components that are already in an advanced state of wear. This includes, but is not limited to frost heave, high water table, ground shift, etc.
- Fiberglass pools are more prone to shifting and cracking, so please be aware that these issues could happen. If you have any shifting or cracking, we recommend contacting the pool builder and/or manufacturer.
- We do not guarantee service carried out by the home owner or a third party.
- All quotes are sight unseen. Prices may change due to unforeseen circumstances, improper information, and onsite conditions.
- The information provided is used as a general guideline. If conditions in the yard contradict the information provided by the homeowner, then the service team will attempt to complete the service to the best of their abilities.
- If the service team arrives onsite, but is prevented from completing the service for any reason, extra charges will be applied. For all return visits that are related to the original service, a charge of \$85 + travel time will be applied.
- Our quote is not a binding agreement and it does not guarantee service.
- All service is COD. Credit information must be provided at the time of the booking. Credit pre-authorization is required 24hrs prior to the service.

If you have any further questions about any of our services, please do not hesitate to contact us!
Phone: (705) 435-2917

Email: info@johnsleisurescapes.com

Website: www.johnsleisurescapes.com

Store Location: 496 Victoria Street East, Alliston

Thank you for your business, we look forward to serving all of your swimming pool needs!

The John's Team