

## Aquatic Paradise Pools - Terms of Service

The following terms and conditions apply to all pool maintenance and service agreements with "Aquatic Paradise Pools" ("the Company"):

### 1. Safety Compliance

It is the responsibility of the homeowner or resident to ensure full compliance with all state and city safety requirements, including but not limited to fencing, gates, alarms, and proper routing of backwash/waste lines.

### 2. Water Level Responsibility

Aquatic Paradise Pools will add water to the pool during service visits when necessary and turn the water off before leaving. However, maintaining proper water level is the homeowner's responsibility at all times.

We may use spigot timers to assist, but we are not liable for overfilling or water-related issues caused by timer malfunction or homeowner equipment failure.

### 3. Payment Terms

Service is billed at the beginning of each month and must be paid no later than the 15th to avoid interruption of service.

All major credit cards are accepted.

Unpaid invoices may result in service suspension or cancellation.

Past-due balances are subject to a \$50 late fee.

### 4. Access to Your Pool

If your pool area is secured with a locked gate, please provide Aquatic Paradise Pools with a gate code or combination lock to ensure uninterrupted service.

If we are unable to access the pool on the scheduled service day, no credit will be issued for the missed visit.

### 5. Rain & Storm Policy

During hazardous weather, lightning, or heavy storms, full cleanings may not be possible.

Chemical checks and adjustments will still be completed.

Baskets will be emptied.

Poles and electrical equipment cannot be used in unsafe weather conditions.

### 6. Salt Cell Maintenance

Salt cells are cleaned every 90-120 days, depending on the manufacturer's recommendations and condition of the equipment.

### 7. Pool Leaks

If a leak is detected, it is the homeowner's responsibility to arrange for proper repairs.

We can provide trusted referral partners upon request.

## 8. Algae & Water Conditions

Florida's heat and humidity contribute to algae growth. Aquatic Paradise Pools follows industry-leading practices to prevent algae outbreaks.

If algae develops:

We will apply our standard treatment protocol, which resolves the majority of issues.

If additional or specialized treatment is required, an extra charge may apply.

## 9. Termination of Service

Either party may cancel service at any time without notice. Any outstanding charges or balances incurred up to the cancellation date remain the responsibility of the customer.

## 10. Pets

Customers are responsible for restraining or securing pets to ensure the safety of our technicians and uninterrupted service.

## 11. Additional Cleanup Fees

If a pool is excessively dirty at the start of service, or if significant debris accumulates from landscaping, storms, or unusual events, additional charges may apply based on severity and labor required.

## 12. Repairs

Minor repairs may be performed directly by Aquatic Paradise Pools.

All major repairs will be communicated before work is scheduled and handled by the appropriately licensed contractor.

## 13. Filtration System Requirements

For the pool to remain in good operating condition, filtration systems must be maintained properly:

Sand filters: change media every 5 years

D.E. filters: full breakdown and cleaning every 6 months

Cartridge filters: breakdown and cleaning every 30-45 days

Failure to maintain equipment may affect water quality and service results.

## 14. Liability for Plaster & Surface Staining

Aquatic Paradise Pools is not responsible for plaster staining, shading, mottling, or natural color variations. These conditions can occur due to the nature of pool surfaces. Proper water chemistry helps reduce--but cannot eliminate--these effects.

## 15. Indemnification

The customer agrees to indemnify and hold harmless Aquatic Paradise Pools, its owners, employees, subcontractors, and agents from claims, damages, losses, or expenses--including attorney's fees--resulting from work performed under this agreement.

This indemnification applies only to bodily injury or property damage caused by the negligent acts or omissions of Aquatic Paradise Pools or individuals under its employment or control. This clause does not negate or reduce any other indemnification rights that may exist.