



## POLICIES AND PROCEDURES

Thank you for allowing us to serve you. We greatly appreciate your business. Ojai Pool Store believes that good communication with you, our customers, helps all of us maintain a happy business relationship, so we would like to share our policies and procedures with you. A copy of these Policies and Procedures is available at our office. These Policies and Procedures may be changed without notice and are made part of your service agreement.

## HOW YOU CAN HELP US SERVE YOU:

- Provide access to your pool or spa – a workable gate or key if necessary. If we are unable to provide service because we are locked out, we do not make up the stop.
- Ojai Pool Store is not responsible for the operation of gates or keeping and anyone or your pets inside gates. Please ensure your gate is self closing to avoid this problem.
- Dogs – we like them, but it helps to keep them enclosed on our scheduled day
- Please notify us before our regular visit if you have any equipment problems

## RAIN AND WIND DAYS

Rain and wind can add to level of work involved in cleaning your pool or spa. If the work required to clean your pool is more than is required during a normal service interval – and the conditions of the pool are require more than normal debris removal, we will charge our hourly rate for the extra time required to clean your pool. These conditions include, but are not limited to Wind and Fire and other natural occurrences. Also, we are unable to work in the rain because we are unable to see the bottom of your pool to clean it. We do not make up rainy days and do not prorate for them. Please check our Website for our rates and updated Policies and Procedures.

## VACUUMS

We use two types of vacuums a "Leafmaster" and a standard vacuum. When there is a large amount of debris, our regular vacuum will get clogged and so instead we will use a Leaf Master vacuum. The Leaf Master does not pick up the smaller debris, but we'll get it on our subsequent visit when we use our regular vacuum and/or net. Keep in mind until all those leaves have dropped and the dog has decided the pool water is just a bit too cold, the "pool man" will do his best every week, but the longer he is at your home picking leaves out of your pool, the more we would have to charge you for service.

## SKIMMER BASKETS



We recommend that you empty your skimmer basket(s) between our visits to ensure proper circulation and to protect your equipment from damage – especially in the fall.

## COVERS

Automatic covers - If your pool has an automatic pool cover, your monthly service price depends on the cover being closed when your pool is not in use or when rain has not been forecasted. If your cover stops functioning or you do not keep it closed as agreed, your monthly service price may be subject to an increase. This also applies to pool sweeps.

If it should happen to rain and you did not get a chance to open your pool cover, we may drain your cover for you at an extra service charge per hour. Please call us to arrange for this service if needed before your normal service day.

[www.ojaipoolstore.com](http://www.ojaipoolstore.com)

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