NEWTOWN POOLS LLC

Servicing Pools in Your Area Since 1984

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Customer name:_____ **Town:**_____

2026 SERVICE AGREEMENT

10% OFF ALL OPENINGS & PACKAGES THAT ARE SCHEDULED & PREPAID BY 5/1/26*

ALL SERVICES AND PACKAGES LISTED BELOW ARE SUBJECT TO CT. 6.35% SALES TAX*

Seasonal Service Packages:

Total Service Package: Spring opening, 1-hour initial vacuum initial chemical balance, ***up to*** 22 weekly maintenance visits (***chemicals included***), fall closing and up to 3 emergency service calls (less parts). **Opening Date *Requested*: _____ Maint. Day: _____ Maint. Start Date: _____In-Ground Pool $4,800+tax _____w/ Spa $5,250+tax _____**

Bi-Weekly Service Package: Spring opening, 1-hour initial vacuum, initial chemical balance, ***up to*** 11 Bi-weekly maintenance visits (**chemicals included),** and fall closing. **Opening Date *Requested*: _____ Maint. Day: _____ Maint. Start Date:_____ In- Ground Pool $3,600+tax _____ W/Spa $3,800+tax _____**

Standard Service Package: Spring opening, 1-hour initial vacuum, initial chemical balance **(chemicals included),** and fall closing, chemical balance. **Opening Date Requested: _____Initial Vacuum Date: _____ In-Ground Pool $1,500+tax _____ In-Ground Pool & Spa $1,900+tax Cover Type:_____ Safety Cover (mesh with springs) *OR* _____ Solid Cover** ** *solid cover w/ water bags, please add an add. $150*****

Single Services: (Openings, Closings, Various Maintenance & Specialty Services)

Single service pricing includes ALL pools up to 800 sq. ft. *

Opening Week *Requested*: _____ Closing Week *Requested*: _____(we will get back to you with *exact day*, as we set our schedule by town)

___ Open ***OR*** Close In-ground pool with ***mesh*** safety cover **$490+tax**
___ Open ***OR*** Close In-ground pool and spa w/***mesh*** safety cover **$650+tax**
___ Open ***OR*** Close In-ground pool with ***solid*** safety cover **$575+tax**
___ Open ***OR*** Close In-ground pool and spa w/ ***solid*** cover **$675+tax**
___ Open ***OR*** Close "Standalone" Spa/Hot Tub **$420+tax**
___ Weekly Maintenance **$130+tax** per visit **(add $20 for a spa. chemicals not included) Maint. Start/End Dates: _____**
___ Bi -Weekly Maintenance **$140+tax** per visit **(add $20 for a spa. chemicals not included) Maint. Start/End Dates: _____**
___ ***Initial Vacuum $130+tax per hour per visit** (MUST be at least 3 days AFTER pool opening)* **Date Requested: _____**
___ **Initial Port-A-Vac** ***$130+tax per hour per visit chemicals not included*** **Port-A-Vac Date *Requested*: _____**
___ **Test, Balance Water & Add Chemicals $100 per visit** ***chemicals priced separately***
___ **Test & Water Balance Date *Requested*: _____**
___ **Pool School Tutorial: $275+ tax Pool School Date *Requested*:_____**
___ **Winter Maintenance (lower water, add shock & algaecide incl. each visit) $230+tax Winter Maint. Date(s)*Requested*:_____**
___ **End of season Pump service (seal replacement, gasket & o-ring replacement) $150+tax**
___ **End of season In-House Filter cleaning** ***(Recommended for cartridge & D.E. filters!)*** **$150+tax**

Additional Fees that apply to ALL above services and packages:

___ ***Per*** **Water Feature (i.e.-deck jets, waterfall, sheetfalls, etc.) $50+tax**
___ **In-floor cleaning system $150+tax**
_____**Multiple pump system (3 or more) $150+tax**
____**Additional for covers secured with stakes $175+tax**

Single service prices are up to an 800 sq. ft. pool size. Larger pools will be charged an additional fee based on size*

SAVE 10% OFF your initial in-store chemical purchase from your water analysis after your pool opening!**All Customers MUST PROVIDE Newtown Pools a Credit OR Debit Card to be put on file for all service charges

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Please fill out *all* information below to assure accuracy and to update any account information:

Customer Name: _____Ph: (____)_____-_____Email:_____

Address: _____Town: _____State: _____ Zip: _____

Credit Card# (Visa, MC, Amex) _____Exp _____/_____ Security Code_____

***Please check to authorize credit card payments for all outstanding invoice:_____**

***This agreement must be signed and returned prior to when services are rendered *and* account must be current and in "good Standing" to schedule and receive service.**

I have read and agree to the contract and all terms and conditions:

Customer Signature_____ Print Name:_____ Date_____

124 S. Main Street Newtown, CT 06470 | 203.270.1733 | F: 203.426.8077|

newtownpools@gmail.com | www.NewtownPools.com | CT HIC 579688 | PLM 280168 SP1

Dear Valued Customer, Newtown Pools LLC will provide professional & reliable service agreed to in a timely manner abiding by all Ct safety guidelines. We offer single services *or* all-inclusive service plans to best fit your needs. Staffed with experienced, licensed service technicians, we are equipped to not only maintain, but to also perform professional repairs and equipment replacements, structural repairs, etc. Our goal is to provide unmatched service to ensure you enjoy the most out of your swimming season!

Thank you for choosing Newtown Pools and have a GREAT 2026 swim season!

Newtown Pools LLC Terms and Conditions for Pool Services Listed Above:

Services and Descriptions:

Pool Opening: •Remove and store winter cover and plugs •Brush pool walls and floor •Connect and start filter system •Install diving boards, hand rails and ladders •Inspect all fittings and equipment •Test pool lights •Chemically treat water with shock and algaecide •Make 2 attempts to start heater •Take water sample back to our store for water analysis

Initial Port-A-Vac: •Use our own equipment to vacuum • Pool loses more water this way, but most efficient initial vacuum method
•Preserves your filter system •Up to an hour, follow up may be necessary ***for an additional charge***
NOTE*: *Water will be removed from the pool during this process and refilling pool is homeowners responsibility

Initial Vacuum: •Uses your filtration system •Less water loss but will still need to top off pool due to backwashing •Up to an hour, follow up may be necessary for an additional charge NOTE: Customer is responsible for refilling the pool after backwash

Weekly Maintenance: •Once a week •Testing and balancing of water chemistry
•Vacuuming & skimming debris •Emptying of skimmer and pump baskets
•Checking that equipment is in good working order
•Chemicals will be billed as needed on accounts that **do *not*** include them in their chosen service plan

Bi-weekly Maintenance: •Twice a month (every other week) •Testing and balancing of water chemistry
•Vacuuming & skimming of particles & debris •Emptying of skimmer and pump baskets
•Checking equipment is in good working order
• Chemicals will be billed as needed on accounts that **do *not*** include them in their chosen service plan

Pool School: •Instruct you on the complete operation of your pool •Instruct you on how to maintain proper chemistry
• Up to 1.5 hours, one-on-one, hands on learning experience • Instruct homeowner on filter system operation

Pool Closing: •Blow water from & winterize plumbing lines •Disconnect pump (if possible) and store
•Install winterizing plugs •Remove ladders and hand rails
•Chemically treat with shock and algaecide (additional water balancing can be done for an additional cost)
•Install winter cover (NOTE: water bag, rope secured or staked secured covers will be billed additional)

NOTE: Does not include vacuuming UNLESS you are a weekly or bi-weekly maint. account

Winter Maintenance: •Remove leaves & debris off winter cover
•Maintain proper off season water level to help prevent cracking of skimmers and tile
•Chemically treat water to help prevent algae & bacteria growth (very important in warmer than usual winter months)

***Please Initial:*_____**

Client Responsibilities & Expectations:

Newtown Pools expectation of clients includes tasks to be performed ***between*** or ***prior*** to scheduled maintenance visits:
•Maintain proper operating water level •Keep a clean work area around the pool & equipment • Remove pests, bees and insects invasions •Emptying of skimmer & pump baskets •Pets must be restrained or put inside •Gate codes or keys must be provided for our access

Pool Opening: •Water and debris must be removed from cover • Power/breakers must be on for all equipment •Pool water must be raised to operating level prior to pool opening (mostly clients with solid covers) •Equipment must be accessible • Keep a clean work area around the pool & equipment •Remove any pests, bees and insects invasions •Pets must be restrained or put inside •Gate codes or keys must be provided for our access

IMPORTANT NOTES TO CUSTOMER:

***Newtown Pools LLC is not responsible for debris/dirty water falling into the pool during cover removal.**
***If debris and/or water are requested to be removed by our technician there will be a $100 per hour fee.**
***If a second trip is required to start the pool due to no power, locked gates, etc. an additional charge of $100 will be applied.**
***Vacuuming and scooping leaves is *not* included with the pool opening. This will be billed at a rate of $95 per hour**

*If you would like a follow up visit to vacuum or scoop leaves, please schedule once the pool water is clear enough to see the bottom (this avoids potential surface damage during vacuums where the pool floor is not visible).

Please notice there are *two* types of initial vacuums available, select which best fits your needs:

Initial Vacuum:
- ***Water must be clear enough to visibly see bottom***
- ***Not*** performed during the pool opening or closing
- ***Customer*** must maintain proper filter pressure
- Water level at or above proper operating level upon our arrival
- ***Not*** included in the cost of pool opening or any other service
- Vacuuming done through customers filter system

Newtown Pools is not responsible for water loss or any damage that may occur during an initial vacuum.
If we are not able to vacuum and need to return due to poor water clarity or insufficient water level, there will be an additional $100 fee.
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Initial Port-A-Vac (optional vacuuming method for dirty pools):
- Water ***must*** be clear enough to visibly see bottom
- ***Not*** performed during the pool opening or closing
- Water level at or above proper operating level upon our arrival
- ***Not*** included in the cost of pool opening or any other service

NOTE: ***Water will be removed from the pool during this process and refilling pool is homeowners responsibility***
Newtown Pools is not responsible for water loss or any damage that may occur during an initial vacuum.
If we are not able to vacuum and need to return due to water clarity or insufficient water level there will be an additional $75 fee.

Weekly Maintenance:
- Maintain proper operating water level
- No pests, bees and insects invasions
- Pets must be restrained or put inside
- Check/Empty skimmer & pump baskets
- Keep a clean work area around the pool & equipment
- Gate codes or keys must be provided for our access

Bi-weekly Maintenance:
- Maintain proper operating water level
- Maintain chemistry
- Maintain filer pressure by cleaning or backwashing
- Brush walls and floor to remove algae ***at least twice a month***, doubled in September & October
- Keep a clean work area around the pool & equipment
- Gate codes or keys must be provided for our access
- Empty skimmer & pump baskets
- Skim and/or vacuum debris
- No pests, bees and insects invasions
- Pets must be restrained or put inside

Pool Closing:
- Water must be lowered to winterizing level (4-6 inches below skimmer)
- Pool should be clean of debris and water clear upon our arrival

If water is not low enough to winterize, there will be a **$100** per hour fee for us to lower OR a return visit fee of **$100**
Newtown Pools LLC cannot and will not be responsible for the condition or clarity of the pool water when the pool is opened.

Winter Maintenance:
- Schedule when there is a thaw
- No pests, bees and insects invasions
- Pets must be restrained or put inside
- Path shoveled or plowed for access
- Keep a clean work area around the pool & equipment
- Gate codes or keys must be provided for our access

Disclaimer: Newtown Pools is not responsible for staining, scaling or any tile or surface damage that may occur during the winter season. To minimize pool surface problems from occurring, we highly recommend a final and complete balancing of the pool water prior to closing.
Newtown Pools LLC will not be held responsible for damage caused by weather, lawn services, construction, organic stains, etching, corrosion, underground leaks or deterioration due to equipment breakdowns or malfunctions. Rare (but if needed) to drain pool, Newtown Pools LLC will not be responsible for any damage occurred. Newtown Pools LLC will make every attempt to maintain proper water chemistry balance while there may be some factors that are beyond our control and can greatly change chemistry. We will not be held responsible for bather discomfort, plaster etching, calcium build-up, staining and other chemical related issues as pool surface age and condition can contribute to these issues. Newtown Pools LLC loves pets but cannot be responsible for pet injuries due to chemical exposure or escaping from and open or unlocked gate or door closure. In the event of fuel inflation there will be a $5 fuel surcharge added to services. **There will be an additional charge for requested Saturdays, $60 for open/close and $40 for any other service.**

Equipment and Repairs: Newtown Pools LLC will make recommendations for equipment upgrades and replacement parts as needed. To ensure you will get the most out of the short pool season we ask that by signing this agreement ***you pre-authorize Newtown Pools LLC to replace any parts not exceeding $50.*** This will not only save time and money but will keep your pool in good working order having to avoid equipment shutdowns and chemical treatment setbacks If you wish you can decline the pre-authorized repair within 7 days of invoice, at which point we will remove the ***Please Initial:_____***.

parts/equipment and reverse charges. Please note that declining pre-authorized repairs can damage pool equipment, resulting in higher repair costs, additional cleaning fees and voidance of warranties.
If a repair exceeding $50 is required or recommended you will need to sign and return an estimate in addition to placing a 50% deposit before the parts can be ordered or replaced.

Plans & Payments:

All maintenance plans must be paid in full within 10 days of date/time of scheduling. ***We offer an early sign up discount of 10% available until 5/1/26.. ALL*** customers **must** leave a credit card on file for billing or prepay the service. Newtown Pools does not accept voice messages or verbal requests cancelling or postponing service. We request that to cancel or postpone service, you must notify us at least 7 days prior to service. If the cancellation is not received as requested the service will be completed and billed at the regular rate. Newtown Pools LLC services certain towns/areas on certain days. If weekly or bi-weekly maintenance customers need to reschedule the service day, either once or permanently, there will be an administrative cost associated with reconfiguring our routes to accommodate these requests. These requests must also be provided 7 days prior to service. There will be a $50 fee per month to all late payments, returned checks or charge-backs.

Terms of Inclement Weather:

If bad weather occurs during a scheduled maintenance, we will perform a "rain check" in lieu of normal service; this includes balancing chemistry and emptying skimmer and pump baskets. If thunder and lightning are present we must follow safety precautions and stop all service until weather clears. Newtown Pools will make the best attempt to reschedule your service in a prompt manner. Storm damage or excessive debris due to inclement weather will be billed at an additional hourly service rate to remove.

Holidays: Memorial Day, Independence Day, and Labor Day. ***If your service falls on any of these holidays it will be rescheduled by Newtown Pools LLC and completed on the next available day we are in your area. There will be no adjustments made to invoices for rain or holidays.***

Guarantee: Newtown Pools LLC strives to keep our customers happy and swimming! If you are not satisfied with a service visit, please notify us within 24 hours and we will re-clean the pool within 3 days for no additional charge! ***Please Initial:_____***