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## Valet Options

### **FIXED RATE (Incl Chemicals)**

**Full Service - Standard Chemicals included:** (Weekly service from \$99.00, 2 weekly service from \$129.00) + GST

- Test Water
- Dose standard chemicals to achieve balanced water
- Check and clear strainers
- Backwash
- Vacuum and skim pool
- Scrub sides and clear scum line
- Inspect and report on pump shed and equipment

**Basic service – Standard Chemicals included:** (Weekly service from \$75.00, 2 weekly service from \$91.00) + GST

- Test Water
- Dose standard chemicals to achieve balanced water
- Check and clear strainers
- Backwash
- Inspect and report on pump shed and equipment

### **VARIABLE RATE (Excl Chemicals)**

**Full Service - Standard Chemicals additional:** (Weekly service from \$65.00, 2 weekly service from \$82.00) + GST

- Test Water
- Dose standard chemicals to achieve balanced water
- Check and clear strainers
- Backwash
- Vacuum and skim pool
- Scrub sides and clear scum line
- Inspect and report on pump shed and equipment

**Basic service – Standard Chemicals additional:** (Weekly service from \$55.00, 2 weekly service from \$70.00) + GST

- Test Water
- Dose standard chemicals to achieve balanced water
- Check and clear strainers
- Backwash
- Inspect and report on pump shed and equipment

**Spa only \$ 75.00 + GST**

**Spa with Pool \$25.00 + GST**

**Repairs and maintenance / one off valet**

We can supply and install all your pool requirements including pumps, filters, auto sanitisers and heat pumps. For this work we charge \$86.25 per hour + GST, + materials

# WATCHMAN

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## Terms and conditions

### Agreement

Further to any different or additional terms agreed, these terms will apply whenever you ask us to service and valet your pool and/or spa.

### Our service

We will provide you with the pool valet services that you request. You may limit or expand the scope of your initial service request at any time.

### Your privacy is imperative

We regard client confidentiality as of paramount importance. We will hold in confidence all information concerning you and your property.

### Our commitment to you:

At all times we will endeavour to:

- Act competently and work in accordance with instructions received and arrangements made with you
- Ensure that your pool water is clean and clear
- Provide you with your water test results
- Keep you informed about the work being done and advise you when it is completed
- Ensure your property is left secure upon departure
- Not send any "surprise" bills

### Our prices

Our prices are based on our "service menu". Each service is priced accordingly. The valet price includes all standard chemicals required to keep your water balanced. The valet price does not include specialist products that may be required on an ad-hoc basis for out of the ordinary pool issues such as, but not limited to, scale, stains, green pool recovery, certain types of algae, which require specialist products. If extra specialist products are required, we will discuss this and okay it with you first.

### How do we bill you?

Our invoices to residential customers require payment within 7 days (basically, prior to your next service).

Our expectation is that every invoice is paid when due and if two invoices remain unpaid, we reserve the right to not attend to your pool (following consultation with you). If you have any concerns about payment, please email us or call 09 570 4430 to make payment arrangements.

### How do our services end?

You may end our arrangement by giving us written notice at any time, however, for scheduling and planning purposes, we would be grateful for 2 weeks' notice of your intent to alter or cancel your service. You must pay any fees for work done and for other charges incurred up to the time of termination.

We may end our engagement at any time, including if our fees and charges are not paid when due.

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## **What happens if the bill isn't paid?**

If accounts are not paid by the due date, we reserve the right to stop working on your pool until payment is received.

Because you are our client, we have no recourse to any person other than you, even in the event that you expect another party to reimburse you for our services and/or other charges.

And should worst come to worse, any unpaid accounts will incur late payment fees and collection costs. Watchman Pools is eligible to recover costs if debts are recovered by our nominated Collections Agency.

## **Locked Gates Fee**

As we need to gain access to your property to service your pool, please keep us updated regarding any gate code or key changes.

Should we arrive at site to complete a job, and we are unable to gain access due to a locked gate, we will be required to charge you the full service fee even though we have not been able to service your pool.

Rest assured that all our client keys and codes are securely stored.

## **Site revisit fee**

We really appreciate being kept updated regarding any issue on site you may be facing i.e. no power at your property or the pool has no water etc. If you can let us know of any such things prior to our arrival it will save you the \$35 revisit fee to complete our service

## **Our insurance cover**

We hold professional indemnity and public liability insurance that meets or exceeds the minimum standards. We can provide you with particulars of the minimum standards upon request.

## **Complaints**

At Watchman Pools we hope that there won't be any complaints, but should you have one we do maintain a procedure for handling any complaints by clients, designed to ensure that a complaint is dealt with promptly and fairly.

If you have a complaint about our services or charges, you may refer your complaint to Matt Jillings. He may be contacted as follows:

- by email to [matt@watchman.nz](mailto:matt@watchman.nz).
- by telephoning him on 021 458 555.

## **General**

These terms apply to any current engagement and to any future engagement, whether or not we send you another copy of them.

Any photos taken of the pools we maintain may be used on our website for marketing purposes only. We will ensure that none of your personal details will be divulged - we just want to show off your beautiful pool.

We are entitled to change these terms from time to time, in which case we will send you amended terms.