

**Tahoe Spa Doctor
Spa Service Contract**

PO BOX 3359
Truckee, CA 96161
530-414-4803

This document serves as the agreement for Tahoe Spa Doctor to perform services on my hot tub, for one year from the date this document is signed. My service will automatically renew unless I notify in writing that I wish to change my service option or cancel it.

Customer Name(s) : _____

Spa Site Address: _____

City: _____ **State:** _____ **Email:** _____
Zip: _____

Cell #: _____ **Home #:** _____ **Work #:** _____

I understand the following will be performed on my spa, regardless of the plan I choose:

- Spa water tested and balanced including: chlorine/bromine level, total alkalinity, pH level, and water hardness
- Filters cleaned
- Spa vacuumed and skimmed
- Water level adjusted as needed
- Temperature adjusted when necessary
- Equipment and all controls checked for normal operation or leaks
- Top edge scrubbed
- Covers cleaned
- H2O changed as needed

General service plans rates:

- 2 services per month \$115
- 4 services per month \$225
- Custom spa service
2 services per month \$200
(price subject to change based on needs of account)
- Diamond Spa service
2 services per month \$200
- Vacation rental properties \$65
 1. Back to back + \$5
 2. Holidays + \$15
 3. Emergency + \$20

Repair rates:

- Dump and scrub \$160, weekends + \$25
- General repair \$150/hr with 1 hour minimum
- Emergency repair \$175/hr
- Filter cleaning \$25

- A. Invoices are billed at the end of every Quarterly ..
- B. Chemicals used during services are included in contract.
- C. We require you to provide us with keys, combinations and/or alarm or gate codes in order to access and service your spa.
- D. Extreme weather conditions sometimes prevent the servicing of the spa. Owners must arrange snow removal to provide access to the spa and equipment area for service. Tahoe spa doctor will remove snow from the top and around the spa for service if necessary. The cost for removal is \$65 per hour. If

there has been no snow removal to access driveway or house/condo the spa will not be serviced. The cost for "attempted service" is \$10.00 if we are unable to access, no power, or if the water is off.

- E. If more than a foot of snow, there must be a path to the spa, water access, service disconnect and cleared 12" around spa.
- F. For spas needing additional cleaning the cleaning time will be billed at \$150/hr at 30min increments.
- G. Vacation rental properties require a check in/out schedule weekly by 3pm Friday. Service is provided before each check in. For a last-minute scheduling rates outlined above. Back-to-back charge is for any vacation rental where the window to service is less than 36 hours
- H. For any vacation rental staying longer than 3 days a mid-stay service will occur on the 3rd day.
- I. The determination to change the water is made by the technician after testing the waters ability to be chemically rebalanced in the time allotted before next use.
- J. Tahoe Spa Doctor can cancel agreement at any time.
- K. Prices may increase without notice due to supply and demand of chemicals, traffic, cost of living, gas, etc.
- L. Holiday charge is for the day before, on and day after major holiday

Please note that any requests to change, delay or stop service MUST be provided in writing (via email) and any requests to change service will be implemented at the beginning of the next calendar month.

Property Address: _____
Billing Address: _____
Caretaker Name: _____ Tel: _____
Snow removal Company: _____ Tel: _____
House Lock Box Code: _____ Alarm Code: _____ Tub code: _____

Water access instructions: _____

(*if we must access water from inside the property there will be an additional \$15 fee per visit when water is needed)

Electrical access instructions: _____

Winter access instructions: _____

(*If we have to turn your water main on/off and purge water lines there is an additional fee of \$5 when water is needed)

Any special instructions: _____

Email _____ Service start date _____
Sign _____ Schedule requested _____
Print name _____ Phone number _____
Credit card number _____ CVV _____ Exp _____ Zip code _____
Credit Card Billing Address: _____

D

Preapproval amount for onsite repairs: \$250 _____ \$350 _____ \$450 _____ \$550 _____ No limit _____

Preapproval to order filters as needed: yes _____ no _____

You may provide a credit card via phone but contract will not be in effect until card info is received and verified. We will process credit card if an alternative payment method is not received within 10 days of email invoicing for any fees incurred.

Unless requested all billing is electronic and sent to the email address above.

Visa/MC must be provided and will be kept on file to secure contract payment.

This is a Service Contract, not a Warranty. This contract does not include the cost of "any" repairs to the system. The services provided are listed above. The spa user is expected to assist in water quality maintenance with the addition of sanitizer between services.

Sign this agreement below & mail or e-mail to Tahoe Spa Doctor to start your Service

After we receive the contract someone will contact you to secure payment & schedule your first service.

Customer Signature(s): _____ Date: _____