



OPENING AGREEMENT 2024

WESTROCK POOL & SPA

21 North Middletown Road, Nanuet, NY 10954

Service: 845-947-4200 • Fax: 845-623-1156 • Store: Fax 845-623-1156

www.westrockpools.com | service@westrockpools.com

LICENSE NUMBERS

Rockland #H-00251-25

Westchester #WC-14560-H03

Putnam #PC2785-A

NJ #13VH03130500

Requested opening week _____ . Call us to confirm.

Sanitizer Used Chlorine Frog Salt Pristine Blue

Call us during your requested week to confirm. If the week requested is booked, you will be scheduled for the following week.

We will not perform any services without a valid credit card and a signed credit card authorization form.

BEFORE THE OPENING THE HOMEOWNER IS ASKED TO PLEASE

1. Have all pool equipment (pump, filter, vacs, skimmer baskets, ladders, handrails, escutcheon plates, etc.) available at the site.

2. Have pool covers dry and free of debris.

3. Fill the pool to the middle of skimmer. If water is too low, the pool will be set to run off bottom drains. Please note that sometimes unforeseen circumstances make it difficult to open a pool during the first service call and that a second call will be needed for set up.

Prices are based on a pool up to 18' x 40' with one pump, one filter, one heater and one cover. Prices will vary with pool size and complexity. Pool openings include removal of cover (free of water and debris), reinstallation of pool equipment & accessories, start-up of filter system. Operational heaters will be checked out and then left in an off position. Time clocks will be set in 24-hour manual mode until pool clarity is achieved. PLEASE SET YOUR TIMERS. Covers with water or debris at opening will be automatically pumped off for an additional charge of \$95.00 per hour. Vacuuming not included. We charge a \$75 trip fee if a return trip is necessary to compete the opening. (Example: water too low, computer needs reprogramming, parts or items missing, no electricity, unable to access pool etc.) Pool cleaners will not be put in pool until initial vacuum is done. Any parts replaced during opening will be billed.

INGROUND POOL OPENING - Vacuuming and salt not included. GUNITE POOLS - PLEASE CALL FOR PRICING.

Pool Opening service consists of re-installing ladder, handrail, diving board, removing and folding pool cover, re-connecting motor and automatic pool cleaner and filter system, restoring water flow to pool heater and attempting to fire. You are responsible for running your heater. One pound/gal. shock used for every 10,000 gallons of water and is included in the price. (Testing of water and evaluation is included). \$439.00

Pools 20' x 40' or larger please add \$79.00 Number of bags of salt _____

Pretreatment: Chemical treatment of pool prior to opening. (Includes Deluxe Chemical Package) \$120.00

Deluxe In-Ground Pool Start-up Chemical Kit, for quicker clear water. Includes: Additional 4 lbs. of concentrated shock, poly algacide, and metal sequestrant. Sized for up to 20' x 40' pool. \$120.00 Waterfall or Additional Pumps \$79.00 Attached Spa / Spillover Spa \$79.00 Autofill \$39.00

SEMI INGROUND POOL OPENING \$339.00

Includes the same service as the Inground Pool Opening. We do not install drop-in steps. Vacuuming and salt not included.

ABOVE GROUND POOL OPENING includes the same service as the Inground Pool Opening. We do not install drop-in steps. Vacuuming and salt not included.

Pools up to 24' diameter or 15' x 30' oval includes 1 pound shock per 10,000 gallons water \$259.00 Larger Rounds or Larger Ovals \$279.00

Above Ground Pools with Deck add \$30.00

Deluxe Above Ground Chemical Kit. Additional 2 lbs. of shock, algacide, metal sequestrant for 15,000 gal. pool. \$69.00

AG Frog Mineral Pack \$115.00 Frog Replacement Cartridge Case of 6 \$219.00 (Approximately a 3-month supply)

ADDITIONAL SERVICES

D.E. or Cartridge Filter Cleaning, \$89.00 (necessary if not done at 2023 closing)

Salt Water Generator Cell Cleaning \$99.00

UV Ozone Maintenance CALL FOR PRICING

Heater Cleaning \$129.00

Cover Storage \$199.00 (cleaned and stored for the season at our warehouse)

SPA OPENING \$269.00 Includes reassembling spa equipment and cleaning spa.

Spa Frog Ball \$56.99

SWIM SPA OPENING \$349

Swim Spa Frog Ball \$119.99

INITIAL MAINTENANCE \$149 per hour. Chemicals are additional. This is a one time service.

Multiple visits are common, + chemicals + tax. If you would like another visit, please give us a call. If your filter must be cleaned in order to clear the pool, it will be done for a charge of \$89.00. If we cannot see the bottom of your pool, we can not vacuum. We will scoop & brush the pool instead.

Chemical Application at the Initial Vacuum: (check one)

Add whatever chemicals are necessary to balance the water chemistry. (chemicals are charged)

Add customers chemicals ONLY (Chemicals must left on deck/patio and visible. If technician cannot access your chemicals, they will still add chemicals and you will be billed accordingly.

Do not add any chemicals (You understand that chemicals are usually necessary to balance chemistry and clear the water. Westrock is not responsible if the water remains cloudy after Initial Vacuum.)

Services will be performed rain or shine. Repairs will be billed at the rate of \$189.00 up to one hour and \$89.00 for each additional ½ hour of service. All jobs will be considered satisfactory unless Westrock is notified in writing within 3 days of service. Prices are for Rockland and Bergen counties only. Other counties will be charged a \$75 trip charge each visit. We cannot be held responsible for damage to liners that are six or more years old. A 1.5% monthly late fee will be charged to all accounts delinquent 30 days. Any court or collection fees become the responsibility of the homeowner. Credit Card information is mandatory. Your card will be charged once service is complete. **We will not perform any services without a valid credit card and a signed credit card authorization form.** You will be charged a \$75.00 trip fee if you cancel your scheduled service on site. We cannot complete our service without full access to your pool/spa and equipment. If we do not have full access, you will be charged a \$75 trip fee for the attempted service. Sales tax will be applied to all products and services. A gas surcharge may be added to each visit. Due to liability, Westrock will not install any equipment that was not purchased directly from Westrock.

Credit Card information is mandatory. If you prefer to book online please go to: westrockpools.com (click on service tab)

Name: (please print) _____

Address: _____

Home Phone: _____ Cell Phone: _____ Work Phone: _____ Email: _____

PLEASE BILL MY CREDIT CARD: VISA MC DISCOVER # _____ VCODE _____

EXP DATE / /

Authorized Signature _____ Date / /



MAINTENANCE AGREEMENT 2024

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Maintenance Services: Maintenance services will be performed until your pool is closed, or at the customers request in writing to suspend. Requests to suspend service must be sent to service@westrockpools.com. A surcharge may be added after a severe storm. **Chemicals will be added as needed and will be billed additionally.** We will gladly use your chemicals if they are visible and easily accessible during time of service. DE/Cartridge filters will be cleaned as necessary for a charge of \$89.00 and Salt Cells will be cleaned as necessary for a charge of \$99.00. If we cannot see the bottom of your pool, we can not vacuum. We will scoop & brush the pool instead.

We will not perform any services without a valid credit card and a signed credit card authorization form.

Gunite Pool pricing based on size and features. Call to discuss pricing.

- Pool Weekly Service \$95.00** per visit + tax + chemicals: Once a week we vacuum, skim and brush the pool as needed, backwash the filter as needed, and test and balance the chemicals.
 - Pool Bi-Weekly Service \$139.00** per visit + tax + chemicals: Our weekly service is performed every other week. Customers are responsible to maintain chemical levels on our off-week and Westrock Pool and Spa cannot be held responsible for the water clarity. Excess chemicals may be necessary if the pool chemistry is not maintained weekly. If follow-up visits are necessary, they will be billed at our regular rate.
 - Spa Weekly Service \$89.00** per visit+ tax + chemicals: Once a week we balance the chemicals and clean the filter as needed.*
We drain, clean, and refill the spa when it is necessary for a charge of \$269
 - Spa Bi-Weekly Service \$129.00** per visit + tax + chemicals: Our weekly service is performed every other week. Customers are responsible to maintain chemical levels on our off-week and Westrock Pool and Spa cannot be held responsible for the water clarity. Excess chemicals may be necessary if the spa chemistry is not maintained weekly. If follow-up visits are necessary, they will be billed at our regular rate.*
 - Spa Monthly Service \$179.00** per visit + tax + chemicals: Our weekly service is performed once a month. Customers are responsible to maintain chemical levels throughout the month and Westrock Pool and Spa cannot be held responsible for the water clarity. Excess chemicals may be necessary if the spa chemistry is not maintained weekly. If follow-up visits are necessary, they will be billed at our regular rate.*
 - Swim Spa Weekly Service \$99.00** per visit + tax + chemicals: Once a week we balance the chemicals and clean the filter as needed.*
 - Swim Spa bi-weekly \$199** per visit + tax + chemicals: Our weekly service is performed every other week. Customers are responsible to maintain chemical levels on our off-week and Westrock Pool and Spa cannot be held responsible for the water clarity. Excess chemicals may be necessary if the spa chemistry is not maintained weekly. If follow-up visits are necessary, they will be billed at our regular rate.*
 - Spa - Drain, Clean & refill \$279.** per visit + tax + chemicals* One time service. Spa will be drained, cleaned and refilled. Chemicals will be added and billed accordingly.
 - Swim Spa Drain Clean refill \$350** per visit + tax + chemicals* One time service. Spa will be drained, cleaned and refilled. Chemicals will be added and billed accordingly.
- * We use Frog spa balls in every spa - replace per month. \$56.99
- Service Call \$189.00 for the first hour and \$89.00 per each additional ½ hour (1 hour minimum).** Parts are not included. We will call for authorization only if the necessary parts are over \$100.00. More than one visit may be needed to complete the repair.

Services will be performed rain or shine. **Repairs will be billed at the rate of \$189.00 up to one hour and \$89.00 for each additional ½ hour of service.** All jobs will be considered satisfactory unless Westrock is notified in writing within 3 days of service. Prices are for Rockland, North Orange and Bergen counties only. Other counties will be charged a \$75 trip charge each visit. We cannot be held responsible for damage to liners that are six or more years old. A 1.5% monthly late fee will be charged to all accounts delinquent 30 days. Any court or collection fees become the responsibility of the homeowner. Credit Card information is mandatory. Your card will be charged once service is complete. **We will not perform any services without a valid credit card and a signed credit card authorization form.** You will be charged a \$75.00 trip fee if you cancel your scheduled service on site. We cannot complete our service without full access to your pool/spa and equipment. If we do not have full access, you will be charged a \$75 trip fee for the attempted service. Sales tax will be applied to all products and services. Gas surcharges may apply to each service. Prices can change anytime based on supply chain. Due to liability, Westrock will not install any equipment that was not purchased directly from Westrock.

Credit Card information is mandatory. If you prefer to book online please go to: westrockpools.com (click on service tab) Check one box below.

Name: (please print)

Address: _____

Home Phone: _____ Cell Phone _____ Work Phone: _____ Email: _____

PLEASE BILL MY CREDIT CARD: VISA MC DISCOVER # _____

VCODE _____ EXP DATE / /

Authorized Signature _____ Date / /



Credit Card Payment Authorization Form

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Please complete all fields. You may cancel this authorization at any time by contacting us in writing.
This authorization will remain in effect until cancelled.

Here's How Recurring Payments Work:

You authorize regularly scheduled charges to your Visa, MasterCard, AMEX or Discover card.
You will be charged each service for the total amount due for that period.

Please complete the information below:

- I _____ authorize Westrock Industries DBA Westrock Pool & Spa to process a charge to my credit card at any time that my balance is due for services rendered.
- I _____ authorize Westrock Industries DBA Westrock Pool & Spa to keep my credit card indicated below on file but only authorize a one-time payment for this service. I understand that if I need further service, I will need to fill out an additional authorization form

Credit Card Information

Card Type: MasterCard VISA Discover AMEX

Cardholder Name (as shown on card): _____

Card Number: _____

Expiration Date (mm/yyyy): _____ CVV#: _____

E-mail: _____

Cardholder ZIP Code (from credit card billing address): _____

I authorize the above-named business to charge the credit card indicated in this authorization form according to the terms outlined above. If the date of service falls on a weekend or holiday, I understand that the payments may be executed on the next business day. I understand that this authorization will remain in effect until I cancel it in writing, and I agree to notify the business in writing of any changes in my account information or termination of this authorization at least 7 days prior to my next service date. This payment authorization is for the type of bill indicated above. **I certify that I am an authorized user of this credit card and that I will not dispute the scheduled payments with my credit card company provided the transactions correspond to the terms indicated in this authorization form.**

Customer Signature

Date