



# WINTER SPA AGREEMENT 2024 - 2025

21 North Middletown Road, Nanuet, NY 10954  
Service: 845-947-4200 • Fax: 845-947-4298 • Store: Fax 845-623-1156  
www.westrockpools.com | [service@westrockpools.com](mailto:service@westrockpools.com)

**LICENSE NUMBERS**  
Rockland #H-00251-25  
Westchester #WC-14560-H03  
Putnam #PC2785-A  
NJ #13VH0313050

**Maintenance Services:** Maintenance services will be until the customer's request in writing to suspend. Requests to suspend service must be sent to [service@westrockpools.com](mailto: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.

**If we have to remove snow from the cover, there will be a \$25 charge.**

**Spa Weekly Service \$89.00** per visit: 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: Our 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: Our service is performed once a month. 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.

**Swim Spa Weekly Service \$99.00** per visit: Once a week we balance the chemicals and clean the filter as needed.

**Swim Spa Bi-weekly \$199** per visit: Our 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

**Cover Care \$129.00** - A one-time waxing and cleaning of your spa cover.

**Spa Drain, Clean & Refill \$279** - We drain your spa, clean it, refill it, and balance the chemicals.

**Swim Spa Drain, Clean & Refill \$350** - We drain your swim spa, clean it, refill it, and balance the chemicals.

**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. **We do not service spas that were not bought from Westrock. We cannot service spas that are over 5 years old.**

**We will not perform any service/in severe weather, service will be rescheduled at our discretion. Repairs will be billed at the rate of \$189.00 up to one hour.** 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 \$15 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 \$15.00 trip fee if you cancel your scheduled service on site. We cannot complete our service without full access to your spa If we do not have full access, you will be charged a \$15.00 trip fee for the attempted service. Sales tax will be applied to all products and services.** Prices are subject to change. Gas surcharges may apply to each service.

Name: \_\_\_\_\_ Email: \_\_\_\_\_

Credit Card Number: \_\_\_\_\_ Exp. Date: \_\_\_\_\_ CVV: \_\_\_\_\_

Address: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Cell Phone \_\_\_\_\_

Chemicals Used: Chlorine Bromine Other \_\_\_\_\_

Authorized Signature \_\_\_\_\_ Date / /

I have read the Service Agreement and accept the terms set forth. Cardholder acknowledges the contract above and agrees to abide by the credit card terms and conditions.