



2026 SERVICE TERMS AND CONDITIONS

BILLING:

1. All service accounts are Net 15 and services are billed upon completion.
2. To book any service we require a valid credit card on file. Your credit card will be charged if invoice is not paid by the due date.
3. Acceptable methods of payments:
 - a. Cheque – payable to People for Pools sent People for Pools 1585 Britannia Rd East Unit B3, Mississauga, L4W 2M4
 - b. Interac Email Transfer to info@pfpools.com
 - c. Visa & Mastercard – online – click PAY NOW on Invoice you received by email or call
 - d. Cash at the time service is delivered
4. All prices are subject to change without a notice and we reserve a right to custom price complicated pools

SERVICE:

1. We reserve right to not install/operate any pool device or equipment that poses any health or safety hazards or is not installed according to manufacturer recommendations following all local codes.
2. Customers are responsible for ensuring compliance with local health and safety regulations, including maintaining fencing, gates, and pool safety covers as required by law. People for Pools INC reserves the right to suspend or refuse service if unsafe conditions are identified.
3. People for Pools INC is not liable for any damage to the pool, pool equipment, or surrounding property resulting from pre-existing issues, improper maintenance by the owner, or circumstances beyond our control, including but not limited to acts of nature, vandalism, or misuse of pool equipment. Liability for damages directly caused by negligence or willful misconduct by People for Pools INC is limited to the cost of the service performed.
4. All appointments are scheduled to selected day and the time of arrival of our crews is the most accurate estimate we can give, however due to severe weather and nature of the business we reserve right to reschedule at any moment. Affected customers are notified immediately.
5. During any of our service we require access to the backyard, electricity and running water with garden hose.
6. Customers may cancel or reschedule services with at least 24 hours' notice prior to the scheduled appointment. Cancellations or rescheduling requests made with less than 24 hours' notice may be subject to a \$50 fee. People for Pools INC will make reasonable efforts to waive this fee for unforeseen circumstances; however, if cancellations or rescheduling requests occur multiple times, the fee will apply. People for Pools INC reserves the right to reschedule services due to weather or unforeseen circumstances, with affected customers notified immediately.



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7. Severe inclement weather, other acts of nature, or vandalism that cause an excessive accumulation of dirt and requires extra labor and materials are not considered normal circumstances. Additional customer billings may result while performing this additional work.
8. Pools with unique features such as negative edges, attached spas, waterfalls, or oversized dimensions may require additional visits, specialized tools, or materials beyond standard service timelines. Customers will be informed of any necessary adjustments, additional costs, or extended timelines prior to commencement of service.
9. People for Pools INC reserves the right to terminate service agreements at any time due to non-payment, failure to provide safe working conditions, or repeated breaches of these terms and conditions. Customers will be notified in writing of the termination and any outstanding balances must be paid in full within 15 days.
10. People for Pools INC may photograph pools and associated work completed for marketing or promotional purposes. Customer identity and property location will remain confidential unless explicit consent is provided. If you do not wish to have photos of your property used, please notify us in writing prior to service commencement.

Prepaid Deals and Summer Bundles:

1. **Deals and Bundles including pool maintenance are subject to additional charges for monthly chemical usage of balancing chemicals. Needed chemicals are determined by computer water test and supplied according to 2026 Chemical Price List.**
2. In the event of cancelation, we will refund you via cheque or e-transfer.
 - a. In no pool opening was started we will refund full rate of the deal or bundle
 - b. If the pool opening was started or completed, we will calculate your refund by subtracting full price of all services performed from your purchased deal or bundle. You will be refunded difference.

POOL OWNER RESPONSIBILITIES:

1. During summer months we need your filter pump to run at least 12-hours a day for chemicals to circulate properly. If needed we may request 24-hours operation
2. Please always have clear deck around YOUR pool for safety of our employees
3. Maintain water level at $\frac{3}{4}$ skimmer height
4. Customer is responsible for emptying skimmers baskets daily



WHAT DOES OUR SERVICE INCLUDE?

POOL OPENING - FIRST VISIT FOR WATER BAG AND LOCK-IN COVER POOLS:

1. Drain water from the tarp to the street according to Best Management Practices for Water Discharge
2. Net all leaves and pack into yard bags
3. Pressure wash cover and closing accessories (water bags, extra tarps, stair covers)
4. Pressure wash deck around a pool for maximum 15 mins.
5. Pressure wash diving board, slide and ladder
6. Fold pool cover and put away
7. Put away all pool closing accessories
8. Roll water bags and put away
9. Put away yard bags with leaves to the curb for city to pick up
10. Reinstall pool jets, lights, ladder, diving board, etc.
11. Shock water with liquid chlorine enough to rise FCL level to 10ppm., (20LC max)
12. Brush pool walls if algae is visible
13. Reassemble filtration equipment
14. Start circulation if possible

POOL OPENING - FIRST VISIT FOR SAFETY COVER POOLS:

1. Pressure wash safety cover and closing accessories (water bags, extra tarps, stair covers)
2. Pressure wash deck around pool for maximum of 15 mins.
3. Take safety cover off the pool, fold and place it in bag and put away
4. Pressure wash diving board, slide and ladder
5. Put away all pool closing accessories
6. Reinstall pool jets, lights, ladder, diving board, etc.
7. Screw down safety cover pins
8. Vacuum pool with trash pump to the street
9. Shock water with liquid chlorine enough to rise FCL level to 10ppm., (20LC max)
10. Brush pool walls
11. Reassemble filtration equipment
12. Start circulation if possible

POOL OPENING - SECOND VISIT

1. Start circulation and sanitization systems
2. Check for visible damages or leaks after winter
3. Check operation of all components of the pool
4. Adjust automated valves
5. Vacuum pool and clean surface for max. 20 min.
6. Brush pool walls if needed



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POOL OPENING - EXTRAS

1. If the pool requires 3 or more visits to become safe and swimmable, we will contact owner to schedule more visits at the rate of \$100 + HST per visit for labour (not including chemicals).
2. 20 liters of chlorine is included with every pool opening. Additional Chlorine if required will be charged at market rate as per 2023 Chemicals Pricelist.
3. Salt is excluded and will be provided for salt water pools at the market rate as per 2023 Chemicals Pricelist.
4. If your pool features SPA or Hot Tub additional pool opening fee is \$100 + HST.
5. If your pool features Waterfall or Raised Walls additional pool opening fee is \$50 + HST.
6. If your pool is bigger or equal 800 sf of pool surface additional pool opening fee is \$100 + HST.
7. If you have a Negative Edge Pool additional pool opening fee is \$100 + HST.
8. If you have more then one winter pool cover additional pool opening fee is \$100 + HST.

POOL CLOSING – ALL POOLS

1. Drain pool water according to Best Management Practices for Water Discharge to appropriate winter level usually just below the lowest pool outlet
2. Winterize plumbing lines and pool filtration equipment
3. Pour antifreeze inside skimmer, install winter plugs, winterize light if applicable
4. Shock water with liquid chlorine (20 LC max)
5. Remove pool deck equipment (some diving boards will be left installed, subject to team leader decision)
6. Wrap solar blanket with plastic wrap

POOL CLOSING – ADDITIONAL TASKS FOR WATERBAG COVER POOLS:

1. Set waterbags around perimeter of the pool
2. Fill up waterbags to 3/4 volume
3. Install tarp and place waterbags on top of the cover

POOL CLOSING – ADDITIONAL TASKS FOR LOCK-IN COVER POOLS:

1. Install cover in the track and secure with liner lock every 3 feet
2. Install any additional waterbags if needed



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POOL CLOSING – ADDITIONAL TASKS FOR SAFETY COVER POOLS:

1. Rise safety cover pins
2. Secure safety cover to anchors

POOL CLOSING - EXTRAS

1. Customer Responsible for balancing and vacuuming pool prior to pool closing.
2. If your pool features SPA or Hot Tub additional pool closing fee is \$100 + HST.
3. If your pool features Waterfall or Raised Walls additional pool closing fee is \$50 + HST.
4. If your pool is bigger or equal 801 sf of pool surface additional pool closing fee is \$100 + HST.
5. If you have a Negative Edge Pool additional pool closing fee is \$100 + HST.
6. If you have more then one winter pool cover additional pool closing fee is \$100 + HST

POOL MAINTENANCE

1. Pool vacuum
2. Surface skim
3. Brush walls
4. Empty all baskets
5. Clean auto cleaner bag and wall screen if applicable
6. Backwash system if applicable
7. Digital water testing
8. Check for any visible leaks and damages
9. Check proper operation of pumps, lights and heater

POOL MAINTENANCE - EXTRAS

1. Pool chemicals are billed separately according to 2026 Chemicals Price List
2. Chemicals are added to balance water and make it safe and healthy. To determine what adjustments are necessary we perform digital water test. If chemicals are needed, we check homeowner's inventory first. If no products are found, we supply chemicals and bill at the end of each month.
3. In July, and August recurring pool maintenances are performed on the same days every week from Tuesday to Friday 7am - 6pm and Saturday 7am – 2pm
4. In April, May, June, September and October we will try our best to accommodate regular service day if not possible service will be done Monday - Saturday 8am- 7pm.

OPT-OUT OF TEXT MESSAGE COMMUNICATIONS

1. You may opt out of text messaging at any time by replying to any message with STOP or contacting us at info@pfpools.com. This will end the communications from that particular phone number. You may continue to receive service-related and other non-marketing text messages from other phone numbers managed by People for Pools, and you may opt out of those in a similar fashion.