

# **NICHOLAS POOLS, INC.**

Pool Butler Program  
1820 Lakewood Rd (Rte 9)  
Toms River, NJ 08755  
732.505.0404 Fax: 732.505.1593  
Lic. #: 13VH01873900

## **2020 Spring/Summer Plan**

The Pool Butler program is designed to maintain a clean and balanced pool. To participate in the Pool Butler program, your pool must have either a salt generator or chlorinator, which would need to be installed prior to starting the service. Please schedule your pool open 3 weeks before you would like to swim.

Each week, the technician will assess the service needs. Services may include vacuuming, skimming the top of the pool, scrubbing the water line, emptying all baskets, filter backwash, and regular water testing. Services vary weekly depending on the needs of your pool. At open, we will add shock and a chemical to address any winter algae. We will take a water sample which will be digitally tested, and the required chemicals will be added at your next service. We will regularly inspect your pool equipment and inform you of anything that may need to be addressed. Salt added at first butler service is not included in the contract price. At open or first butler, chlorine pools will be provided with a bucket of chlorine tabs. This is at the owner's expense and not included in the contract price. Charges will apply for all chemicals added until the pool is balanced. Buckets of chlorine will be replenished as needed and will be charged accordingly. If you have leftover salt or chlorine tabs from last year, please inform us when scheduling your opening. It is important to note that only Nicholas Pools chemicals should be used in your pool. We cannot guarantee the chemical balance or clarity otherwise.

The contract rate applies to the chemical-inclusive butler service plan purchased for a minimum of 16 weeks. Please contact the service manager if you need to customize pricing and dates. Additional weekly butler services added after the contract date are charged on an a-la-carte basis. (See weekly cleaning-only rate below). This program is useful while on vacation. Please anticipate your closing date to ensure the best pricing.

Service dates will be provided to you based on geographic locale. Popular days are on a first come, first served basis. Emergencies will be handled as they occur. We reserve the right to change butler days on a case by case basis or as business needs arise. If you have an issue with your pool or are dissatisfied with the service in any way, please take a picture of the symptom area as soon as you see it and forward the picture to the service manager at [service@nicholaspools.com](mailto:service@nicholaspools.com). Always put your name in the subject line, please. It is important to report issues as soon as they happen. Leaks will affect the chemical balance if you regularly top off your pool; you will likely see an increase in chemical charges, so timely reporting of an issue is paramount.

Optimum pool maintenance is achieved when your pool is cared for daily so you are responsible for certain functions. Please continue to maintain your pool in our absence, which includes keeping the chlorinator full, backwashing when necessary, and emptying skimmer baskets. Chlorine tabs melt at different rates depending on the weather. As the heat of summer increases, the chlorine will likely be depleted before our next scheduled visit. The water level should always be kept at running height (mid-skimmer level). Please let us know if you need to be oriented on any of the fundamental pool maintenance procedures.

The Butler Program is a pre-paid service; contracts must be paid in full before butler services can begin. We require a credit card on file to charge the weekly, added services. Contracts paid in full

before April 30, 2019 will be discounted 10% before taxes. Work orders will be updated following your service, noting any additional chemicals added or services not included in the original invoice. These added services will be charged on or about the business day after the related service. You will be provided with an amended work order reflecting the changes. Most often, the technician will leave an invoice in your mailbox identifying the added chemicals or services. The final statements are prepared in the fall after the busy closing season has ended. If there is a balance due or credit due, you will be contacted to discuss how the credit or balance due will be handled. Please call the office if you want an explanation of any charge or service.

**Cancellation and Refund Policy:** Plans 3 through 5 are discounted, requiring a minimum of 16 consecutive weeks of service. If, for any reason, you choose to cancel your contract prior to the last date indicated on your contract, the services previously rendered during the contract period will be recalculated to reflect full service pricing to determine if there is a credit or payment due on your part. The outcome of the re-calculation may negate any refund due and/or require additional payment. Monthly invoices can be provided for your convenience.

If you have any questions or concerns, or are questioning a charge on your card, please call our office or email [customerservice@nicholaspools.com](mailto:customerservice@nicholaspools.com) before challenging any charges with your credit card company. We will work with you to resolve the issue.

**PRICING:**

If your pool requires an initial cleaning, additional charges will apply. A one-time cleaning is suggested before weekly service begins. Please note: we do not clean pools at open.

One Time Cleaning (up to 1hr)	\$195 + Tax	
Additional half hour	\$75/half hour	
Weekly Cleaning (Chems Add'l)	\$130/wk +tax	Plan 1a
(no chems)	\$100/wk + tax	Plan 1b
Bi-Weekly Cleaning Only (Chems Add'l)	\$150/visit + tax	Plan 2
16 Week Butler Program (incl. contract chemicals)	\$1920 + tax	Plan 3
20 Week Butler Program (incl. contract chemicals)	\$2222 + tax	Plan 4
25 Week Butler Program (incl. contract chemicals)	\$2638 + tax	Plan 5
Chems included: salt, liquid chlorine, Ph, alkalinity and hardness. All other chemicals will be charged as used.		
Add-on weeks added after contract paid	\$120/wk chems included	
Weekly chemical delivery only (you maintain pool)	\$75/wk + tax	
Trip Charge	\$100 (only charged when we can't perform service because we cannot access the yard)	Service will be rescheduled

- Prices subject to change when unforeseen circumstances exist

Please Note: Additional services may be needed following unusual weather or with unique pool conditions. There may be added costs involved in addressing these issues. Added travel charges may apply to residents outside of Monmouth and Ocean Counties.

Plan #: \_\_\_\_\_ Preferred open date: \_\_\_\_\_ # weeks service \_\_\_\_\_ One time cleaning? \_\_\_\_\_

I have read and understand the terms of the Butler Program contract and I authorize Nicholas Pools to maintain my credit card on file for the duration of the butler program. (Checks can be payable to Nicholas Pools).

Please indicate if you have homeowner's pool insurance \_\_\_\_\_

\_\_\_\_\_  
Print Name

Date \_\_\_\_\_

\_\_\_\_\_  
Signature (must be actual signature)

\_\_\_\_\_  
Nicholas Pools Authorized Signature