

Membership Agreement & *Terms of Service*

By starting service with Kingdom Blue Pools LLC, you agree to the terms below.

These standards exist to protect your pool, your property, and the consistency of weekly service.

1. Membership Rates & Scope

Residential Membership Pricing

Screened pools: \$150.00/month + chemicals

Open pools: \$175/month + chemicals

Quoted Service

Pools over 20,000 gallons: custom quoted

Commercial pools and rental properties: quoted based on scope and needs.

Chemicals are billed separately because each pool has different demands. Chemical use is tracked each visit and itemized on the following month's invoice.

2. Weekly Service Standards

A standard weekly visit generally includes

Water testing and balancing

Chemical adjustments as needed

Emptying skimmer and pump baskets

Brushing and netting as needed based on conditions

Vacuuming the pool as needed

Tile scrubbing and treatments

Basic visual equipment checks

Basic equipment maintenance

Some tasks are rotational and do not occur every visit, including filter maintenance and salt cell cleaning.

3. Scheduled Day & Arrival Window

Your service day is scheduled, but arrival time may vary as we optimize routes for traffic, weather, and extra stops, and route efficiency.

Service is performed between 8:00am and 5:00pm

4. Access Requirements

If the pool is secured by a locked gate, the customer must provide a working gate code or combination lock.

If we cannot access the pool on a scheduled day due to the locked gates, blocked entry, unsafe conditions, or restricted access, there is no credit for the missed visit.

5. Pool Covers

To avoid damage, we do not remove pool covers unless the cover is on a roller system.

If a cover is left on and cannot be removed, we will perform a chemical check and complete any chemical service that can be performed without removing the cover.

6. Weather & Storm Policy

During inclement weather, we may perform chemical service and empty baskets when it is safe to do so. Poles and extended tools cannot be used in lightening or severe storms.

After major storms, routes may shift and visits may be delayed while prioritizing urgent situations to restore safe access.

7. Chemicals & Authorization

The customer authorizes routine chemical additions needed to maintain safe and balanced water.

Any single chemical charge over \$50.00 will be communicated to the customer.

If immediate action is needed to protect equipment or prevent unsafe conditions, we may proceed and notify the customer as soon as reasonably possible.

8. Customer Responsibilities

The customer is responsible for:

Running the pump on an adequate schedule

Keeping equipment in working order

Maintaining safe access to the pool area

Informing us of anything that impacts water conditions- parties, heavy swimmer load, landscaping blow-ins, drain and refills, leaks, and equipment failures.

If equipment is off, timers are incorrect, or systems are not functioning properly, water balance and water quality will be impacted.

9. Water Level

Maintaining proper water level is the responsibility of the homeowner. At times, we will add water and turn off the spigot before leaving the property.

We may use spigot timers to assist. We are not liable for overfilling or related issues due to timer failure, spigot malfunction, plumbing issues, or customer equipment issues.

10. Filter & Equipment Standards

The filtration system must be kept in good operating order.

General maintenance expectations:

Sand Filter Media: Changed approximately every 5 years

D.E. Filters: Broken down and cleaned approximately every 6 months

Cartridge Filters: Broken down and cleaned approximately every 30-45 days

Filter cleaning is included in our service.

*Replacement parts and consumables are **not included** unless stated- including cartridges, D.E. powder, grids, O-rings, gauges, valves, unions, lids, and similar items.*

11. Salt Cells

Salt cells are cleaned approximately every 90-120 days depending on manufacturer's guidance and condition. Frequency may change based on scaling, water balance, and runtime.

12. Leaks

If a leak is detected, it is the customer's responsibility to have the proper repairs made. Leaks can significantly increase water and chemical use, which remains the customer's responsibility.

Referrals can be provided upon request.

13. Algae & Recovery Treatments

Texas conditions can create algae quickly. We take reasonable precautions to prevent algae.

If algae become an issue, we will treat the pool with a standard recovery approach. If the pool requires a higher intensity recovery or multiple rounds, additional treatment may be necessary and may involve additional charges.

14. Excess Debris & Additional Charges

If the pool is unusually dirty at the start of service, or receives excessive debris due to storms, landscaping, or abnormal conditions, additional charges may apply based on the severity and time required.

We will communicate when a visit requires beyond-normal cleanup.

15. One-Time Cleanups

Existing customers may request a one-time full cleaning in additional weekly service.

The fee for one-time cleaning is \$75.00

16. Repairs

All major repairs will be communicated and arranged with the owner. We may handle minor repairs when appropriate. Larger repairs outside of scope will be arranged with the proper licensed contractor with the inclusion and permission of the homeowner.

17. Documentation & Communication

We document service with notes and, when applicable, photos. This documentation is intended to provide transparency into service performed and water care decisions.

Standard communication occurs during business hours.

18. Billing & Late Fees

Service is billed at the beginning of each month and must be paid by the **15th** to ensure uninterrupted service. All major credit cards are accepted.

Unpaid bills may result in suspension or cancellation of service. Past due invoices are subject to a \$50.00 late fee.

19. Pauses, Skipped Visits & No Credits

No Credits are issued for missed visits caused by conditions outside our control, including:

- Inaccessible gates
- Unsafe conditions
- Aggressive animals
- Storm Restrictions
- Drained pools
- Equipment failure preventing service

If service is paused or canceled, any outstanding chemical costs and balances remain due.

20. Safety & Pets

The homeowner or resident is responsible for:

- City code compliance for fencing, gates, backwash and waste lines, and other safety requirements.
- Containing and restraining pets so we can safely enter the service area

If access is unsafe, service may be skipped with no credit for that visit.

21. Liability

Kingdom Blue Pools LLC and Kingdom Blue Pool Service are not responsible for staining plaster. Some shading, staining, and color variation can occur due to natural materials and existing surface conditions. Proper chemistry can minimize these effects but cannot eliminate all pre-existing or material-based outcomes.

Kingdom Blue Pools LLC and Kingdom Blue Pool Service are not responsible for failure of aged, brittle, or previously damaged components that break during normal handling.

22. Termination

Either party may terminate service without notice. Chemical costs may still be owed when service is cancelled.

23. Indemnification

Kingdom Blue Pools LLC, Kingdom Blue Pool Service, and its employees and/or independent contractors will provide pool maintenance services in a responsible manner. The customer shall indemnify and hold harmless Kingdom Blue Pools LLC, Kingdom Blue Pool Service, its owners, employees, independent contractors, and agents from any claims, damages, losses, and expenses, including attorney's fees, resulting from the subcontractor's work under this agreement.

This indemnification is limited to bodily injury, sickness, disease, death, or injury to or destruction of tangible property (other than the work itself) caused by negligent acts or omissions of the subcontractor, its sub-subcontractors, anyone directly or indirectly employed by them, or anyone for whose acts they may be liable.

This obligation does not negate, abridge, or reduce other rights or obligations of indemnity that would otherwise exist for a party or person described in this section.

Kingdom Blue Pools, LLC - CPO-Certified Pool Service

Questions? Call (936) 502-2583