

Package	What We Do	What You Do	Choose Your Package
Closing Fall 2011	Lower water to winterizing level - Remove circulation fittings and deck equipment - Drain pool equipment and plumbing - Add closing chemicals - Install winter cover	Provide us access to your garden hose, tap and an electrical outlet - Leave winter cover and plugs out for us - Make sure timers / switches for lights and pumps are disabled	<b>\$330*</b> + HST = \$372.90 <input type="checkbox"/>
Opening Spring 2012	Pump water and debris from winter cover - Brush and rinse cover while on pool - Treat cover with Cover preserve - Fold cover and water bags - Re-install circulation fittings and deck equipment - Start water circulation - Add opening shock treatment - Pools with safety covers will be given an initial vac	Provide us access to your garden hose and tap - Make sure breakers for pool pump and heater are turned on - Turn off garden hose when pool is full	<b>\$330*</b> + HST = \$372.90 <input type="checkbox"/>
Close/Open Package **receives \$75 Coupon**	The Close/Open Package combines all items included with the separate Closing and Opening	Same as above	<b>\$660*</b> + HST = \$745.80 <input type="checkbox"/>
The Works **receives \$75 Coupon**	The Works is our Close/Open Package, with an initial 1 hour pool vacuuming and scrub of the water line. Pools requiring a longer vacuum will be billed for the extra time. This takes place several days after the pool has been opened to allow for debris to settle	Same as above	<b>\$710*</b> + HST = \$802.30 <input type="checkbox"/>
Pool Heater Service	A Licensed gas technician cleans and tests your pool heater to ensure safe and efficient operation - (Pilot lights are lit only as part of a Heater Service )	Price in spring 2012 \$139 plus HST	<b>\$115</b> + HST = \$129.95 <input type="checkbox"/>
<b>NEW FOR 2012</b>			
System Set-up	In Spring 2012, a technician will return to set up control panels, actuators, timers, lights and auto-fillers	Provide access to control panels and details on set times for timers	<b>\$100</b> + HST = \$113.00 <input type="checkbox"/>

\*Additional fees will apply to extra water features as follows: spill over spas \$50 (plus HST) at closing and \$50 (plus HST) at opening, all other features including waterfalls, auto-fillers, auto cleaner lines and extra skimmers \$35 (plus HST) at closing and \$35 (plus HST) at opening.

PREFERRED WEEK FOR CLOSING

- |  |  |
|--|--|
| <input type="checkbox"/> Aug 15 - Aug 22   | <input type="checkbox"/> Sept 26 - Oct 1 |
| <input type="checkbox"/> Aug 22 - Aug 27   | <input type="checkbox"/> Oct 3 - Oct 8   |
| <input type="checkbox"/> Aug 29 - Sept 3   | <input type="checkbox"/> Oct 10 - Oct 15 |
| <input type="checkbox"/> Sept 5 - Sept 10  | <input type="checkbox"/> Oct 17 - Oct 22 |
| <input type="checkbox"/> Sept 12 - Sept 17 | <input type="checkbox"/> Oct 24 - Oct 29 |
| <input type="checkbox"/> Sept 19 - Sept 24 | <input type="checkbox"/> Oct 31 - Nov 5  |

PREFERRED WEEK FOR OPENING

- |  |  |
|--|--|
| <input type="checkbox"/> Mar 26 - Mar 31 | <input type="checkbox"/> Apr 30 - May 5  |
| <input type="checkbox"/> Apr 2 - Apr 7   | <input type="checkbox"/> May 7 - May 12  |
| <input type="checkbox"/> Apr 9 - Apr 14  | <input type="checkbox"/> May 14 - May 19 |
| <input type="checkbox"/> Apr 16 - Apr 21 | <input type="checkbox"/> May 21 - May 26 |
| <input type="checkbox"/> Apr 23 - Apr 28 | <input type="checkbox"/> May 28 - June 2 |
- \* Price increases June 4

Special Instructions: (this would include any special placement of closing/opening items)

# Mayfair Pools

# LeisureScapes™

POOLS

HOT TUBS

BACKYARD LIVING

4261 HIGHWAY 7 ~ MARKHAM ~ ON ~ L3R 9W6 ~ PHONE 905-479-7665 ~ FAX 905-479-6524

## CUSTOMER INFORMATION

NAME \_\_\_\_\_

ADDRESS \_\_\_\_\_

CITY/TOWN \_\_\_\_\_

PHONE # \_\_\_\_\_ CELL # \_\_\_\_\_

I am a new customer  Yes  No

Pool sanitizer type  Chlorine  Bromine  Salt

Winter cover type  Safety  Lock-in  Waterbag

Spill-over spa  Yes  No

Stand-alone spa  Yes  No

Water feature / Autofill  Yes  No

## PAYMENT INFORMATION

PAYMENT MUST ACCOMPANY COMPLETED FORM BEFORE BEING PROCESSED

I AM PAYING BY:

Cheque is attached

Visa # \_\_\_\_\_ Expiry \_\_\_\_\_

Mastercard # \_\_\_\_\_ Expiry \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

I authorize Mayfair Pools to charge my credit card for parts and any service performed.

Credit card payments are processed after closing is complete

For Office Use

Received Date: \_\_\_\_\_ Open # \_\_\_\_\_ Close # \_\_\_\_\_ By \_\_\_\_\_

## IMPORTANT INFORMATION 2011

Thank you for taking the time to carefully review the following information. Doing so will help us to deliver a smooth closing/opening of your pool. Pools are booked on a first come, first served basis. Avoid disappointment with filled weeks, book early!

### **PRIOR TO CLOSING**

- Water balance must be maintained with a water test 1-2 weeks prior to close date
- Keep pump & skimmer baskets free of debris
- Vacuum pool (if pool requires Mayfair to vacuum before closing an extra charge will apply)
- Make sure winter cover and winterizing accessories are accessible to the crew
- Ensure timers for pumps and switches for lights are turned off
- Note: we are unable to close solar systems

### **AFTER POOL IS CLOSED**

- We are responsible within 48 hours after closing for any waterbags or winter covers that need to be replaced or re-attached (due to weather or leaking waterbags). After 48 hours our regular service rates apply.

### **PRIOR TO OPENING**

- Leave your gate unlocked
- Make sure garden hose is available and tap is turned on inside the house
- Breakers for the pool equipment are turned on so that pool can be started
- Leave vacuuming equipment out for us to use to start pool (not vacuum)

### **UPON COMPLETION OF OPENING**

- The garden hose will be left on to fill pool. **This must be monitored by the homeowner and is not to be shut off until the water level reaches the proper running level.**
- The vacuum hose will be left in the skimmer. This can be removed when water is at appropriate level.
- If an Opening Vacuum has been booked, it will take place several days after the pool has been running, to allow for debris to settle and opening chemicals to take effect.
- Bring a water sample to be analyzed after water has been circulating at least 48 hrs.
- If any problems are found at the opening that prevent us from starting your pool or leaving it running, you will be notified by the opening crew or office staff. A service call can then be arranged to assess and repair the problem at our normal service rates. Service calls are not done at the time of opening.
- Leaves and debris from the top of the winter cover will be placed in paper lawn waste bags and left for you to dispose of. Bags will be left at the side of the house unless we are asked to take them to the curb.
- For Salt Pools: The chlorine generator will not be turned on. Do not turn generator on until the manufacturer's recommended level of salt and temperature have been reached. The proper levels for your system will be printed in the owner's manual.
- If we are unable to complete the opening due to issues such as chlorinator or brominator not left out, power/water not turned on and a return visit is required regular service rates will apply.
- In some cases, due to certain water conditions, we are unable to install lights at opening time and a return trip is needed. Please call the store for further details.

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## **ATTENTION TORONTO RESIDENTS**

In order for Mayfair to comply with the City of Toronto Wastewater Discharge By-Law extra measures must be taken. Please refer to the sanitizer category that describes you.

**Chlorine/Bromine Pools**-an extra charge of \$25 plus HST will be applied to neutralize the chlorine/bromine when pumping pools down for winterizing (the by-law states levels must not exceed 0.01 milligrams per Litre).

**Salt Pools**- as salt water cannot be neutralized and the by-law states the acceptable level of salt in wastewater is zero, we have to deal with lowering the water in a different way. Here are the options that are available to you:

- a. The homeowner can have their water lowered 2-3 inches below the return face plates prior to us arriving for the scheduled closing.
- b. Mayfair will supply a submersible pump and set it up to drain to either a toilet or laundry tub (we must have access to the home). This would be done a couple of days prior to your closing day to allow time for the water to lower to the appropriate level. Our pumps will be set to shut off when the water level is at the proper level but the location to where the water is draining to, inside the home, must be monitored by the homeowner and is solely their responsibility. An additional fee of \$150 plus HST will apply.
- c. Water can be drained onto your own property. However, salt water can be destructive to plant life and may kill grass and plants. As well, the water must not be allowed to flow from your land onto any street, sidewalk or neighbouring property.

If you have any questions, our staff would be happy to speak with you to help decide which option would best fit your pool. For more information please visit the following website:  
[http://www.toronto.ca/water/protecting\\_quality/pollution\\_prevention/ppps\\_forms.htm](http://www.toronto.ca/water/protecting_quality/pollution_prevention/ppps_forms.htm)

**Your business is very important to us so thank you for taking the time to review this important information. Our goal is to deliver a close and open of your pool that is executed smoothly. If you have any concerns our staff would be happy to address them.**