



## POOL CLOSING INFORMATION LETTER

This document will help clarify the pool closing procedure and what additional services you may be interested in at time of closing.

### PRIOR TO CLOSING THE POOL:

It is not necessary for customers to be home at time of closing. Our closing crews have a very busy schedule during our closing period and are not able to teach you how to close a pool. When booking the closing please let us know what extra services you would like e.g., pool vacuuming, salt cell and/or cartridge cleaning, etc. which are explained later in this document.

1. **One week before** the scheduled closing we highly recommend you have your pool water analyzed. It is **very important** that all of your levels are balanced before shutting the pool down for the season to avoid any issues at time of opening.

2. **Winterizing items** - Please ensure all items/parts are left out for our closing crews the morning of your scheduled closing.

### EXTRA SERVICES/ITEMS

**Cop Out** – Will be added by our closing crews unless you specifically specify you **DO NOT WANT** it added at a cost of **\$15.99 + HST**.

**Antifreeze**- Will be supplied at a cost of \$9.99 + HST per jug. Pools with multiple skimmers, or specialty features such as cabanas, stand alone hot tubs will require additional antifreeze.

• **Pool vacuuming is not included** with our closing package. If you would like us to clean your pool for you at time of closing the charge is **\$75.00 + HST**. If you would like to have your pool cleaned at the time of closing, please let us know when you schedule your closing. Pools with algae or large amounts of debris and foliage will be subject to additional charges.

• **Salt cell and cartridges** - For those of you with salt systems and/or cartridge filters we offer a cleaning service for these items. Cost for those are as follows. **Salt cell cleaning is \$45.00 + HST**. Cartridge cleaning is **\$150.00 + HST**. Salt cells and cartridges will be taken by our closing crew, labelled, and brought back to our office for cleaning and storage.

**\*\* It is important when booking your closing that you let us know if you DO NOT want us to take your salt cell and/or cartridge filters. If this is not specified these items will be taken by our crew and you will be charged accordingly.**





## THE POOL CRAFT WAY:

1. We will contact you by phone or email a day or two prior to your closing as a reminder. We will leave instructions as to what we will need, such as leaving gates unlocked, having your pool cleaned and balanced, access to a garden hose and running water.
2. Upon completion of closing, you will be emailed a **“Closing Check List”** You will get a copy and the office will receive a copy. This check list will give a summary of what was done. On the checklist you will find a “notes” section. If any problems arise, the crew will write what the issue was, and the office will contact you, to make arrangements to correct the issue, if needed.

*Thank you for your business and we look forward to another great season in 2022!*

