

☐ **BALANCE YOUR WATER** up to one week before your closing. **Please book a separate chemical check visit for \$69.95 if you'd like us to handle this for you.** If you prefer to balance your water yourself, we strongly suggest an in-store water test. Improperly balanced water at closing can damage your liner.

☐ **VACUUM YOUR POOL:** Ensure your pool is free from debris. If you pre-book a standard vacuum our crews are happy to provide this service (up to 30 mins) during the closing for an additional \$75.

Note: A heavy duty vacuum is an additional service call starting at \$150. If our crews show up and a **heavy debris cleaning is required and was not booked your pool will not be closed and a travel fee of \$45 will apply.**

☐ **PARTS:** Please leave all your pool parts (winter covers, water bags, winter plugs, etc) out for our team, as they are required to properly winterize your pool.

☐ **DRAIN YOUR SUMP PIT:** If you have a sump pit (located beside your skimmer) it must be drained prior to closing. Closing a pool with an undrained pit may cause your liner to shift. HOW to do this can be found [HERE](#).

☐ **YARDS:** Gates need to be unlocked, and power and water must be available the day of your scheduled closing. Please ensure the yard is obstruction free and you have cleaned up after your pet. Pet waste is a health hazard for our team as hoses and equipment can be contaminated.

IMPORTANT ** Please be aware that if our team arrives for your scheduled pool closing and is unable to complete the service due to factors within the homeowner's control - such as lack of access, swampy pool water, missing parts, pet waste, or no power - your appointment will be rescheduled. A \$45 travel fee will be applied for the additional trip.

SALTWATER POOLS – CITY OF TORONTO (City of Toronto Municipal Code Chapter 681) sets the allowable limits for swimming pool discharge containing salt into storm sewers as follows: SALT (sodium chloride) = NIL Since rapid removal of salt water into storm drains is NOT allowed in the City of Toronto salt pool owners in TORONTO must lower the water just below the return jets prior to our arrival. You are permitted to discharge the water the following ways: - On the property/yard into the ground - Into your septic/sanitary system (laundry sink etc.) **If you are unable to lower the water ahead of time Pool Craft can schedule a service call to set up a utility pump. Please contact the office for pricing. We cannot lower the water at time of closing as discharging salt water into a city sewer can result in a fine of up to \$50,000 fine, and both the homeowner & service provider are liable.**

No need to be home! Pool Craft does not require anyone to be home for your pool closing, provided the pre-arrival checklist has been completed. If you do prefer to be home, we completely understand; however, because every pool is unique, we cannot commit to a specific arrival time.

