

## **IMPORTANT INFORMATION**

### **POOL CLOSING 2019**

Thank you for taking the time to carefully review this information for a seamless closing experience.

Please book early as space is limited!

Unfortunately, we cannot accommodate a specific time/date request, nor will we be able to tell you at what time the crew will arrive. Every pool is different and we are unable to guess as to how long each closing will take. It is not necessary for you to be at home while our crew closes your pool; however, please ensure that any pets are inside.

Please also ensure that you mark your closing week on your calendar and that we have a valid email/ daytime telephone number for you. We will contact you with a reminder and date the week before at the contact information provided. If you haven't heard from us, please check your junk mail folder and or voicemail. It is your responsibility to follow up and ensure that you are prepared for our arrival.

We understand that weather can be unpredictable and that you may want to change your pre-booked closing. We will do our best to accommodate any requests; however, changes will be accommodated **only** if space the week you're requesting is available.

- Please ensure crews have access to your pool (gates unlocked or code provided), all pool equipment and a water supply ( garden hose ). If access is restricted we will have to reschedule your closing crew and a fee of \$79.00 + HST will apply.
- We highly recommend that your pool be cleaned and balanced the week prior to your closing. Pool vacuuming is **not** included in your closing package. If you would like to schedule this prior to your closing, please call our office to book. Leaves and debris in your pool will contribute to staining and water clarity issues in the spring. The fee for this service is \$95.00 + HST.
- Please ensure that pump and skimmer baskets are kept free of debris.
- Winter cover and accessories must be accessible to our crew. Missing or unsuitable parts will be replaced and billed.
- Timers for pumps and switches for your lights must be turned off or damage to your equipment will occur.
- We do not close or winterize irrigation or solar systems.
- Pool lights will be sunk underwater (where applicable). Please contact our office for further details or any questions.
- Please advise if leaf nets are to be installed as this is a chargeable service. Contact our office for further details or any questions.
- Please report within **48 hours** any broken water bags or winter cover adjustments. Water bags will be replaced and billed. Prompt notification is necessary otherwise our regular service rates will apply.
- Chlorinators/ Brominators that have been disconnected **MUST** be stored where they will not freeze.
- **TORONTO/ AURORA SALT WATER POOLS** - It is the customers responsibility to lower the water level to the appropriate winterizing level ( 2-3" below return jet/ faceplates ) prior to our crews arrival. For more information, please visit [www.toronto.ca/water/swimmimgpools](http://www.toronto.ca/water/swimmimgpools) or [www.aurora.ca](http://www.aurora.ca)
- **TORONTO/ AURORA CHLORINE and BROMINE POOLS** – It is Mayfair's responsibility to comply with current by-laws and regulations, including neutralizing the sanitizer content in your pool when discharged. An additional fee for neutralizers of \$49.00 + HST will apply to pools in these areas.
- It is recommended that the power breakers pertaining to any pool equipment be turned off after closing.

## POOL OPENING 2020

Thank you for taking the time to carefully review this information for a seamless opening experience.

Every pool is different and we are unable to guess as to how long each opening will take. It is not necessary for you to be at home while our crew opens your pool; however, please ensure that any pets are inside and your yard is clean. Please also ensure that you mark your opening week on your calendar and that we have a valid email/ daytime telephone number for you. We will contact you with a reminder and date the week before at the contact information provided. If you haven't heard from us, please check your junk mail folder and/ or voicemail. It is your responsibility to follow up and ensure that you are prepared for our arrival.

We understand that weather can be unpredictable and that you may want to change your pre-booked opening. We will do our best to accommodate any requests; however, changes will be accommodated **only** if space is available the week you're requesting. **Please book your opening a minimum of 2 weeks before a special event to ensure you're up and running.**

- Please ensure crews have access to your pool ( gate unlocked or code provided ), all pool equipment is left out and a water supply ( garden hose ) is available. If access is restricted or equipment isn't available we will reschedule your opening crew and a fee of \$79.00 + HST will apply.
- Power breakers inside your home must be turned on and **ALL** pool equipment must be left out to assist in leaving the circulation system running. Equipment includes baskets, return/jet fittings, chlorinators/ brominators, salt cell, vacuum supplies, diving board and bolts, ladder etc. and anything stored indoors for the winter. Return visits due to equipment not being left out are subject to a charge of \$79.00 + HST.
- The garden hose will not be left running to fill the pool. It is the customer's responsibility to ensure the water level has reached the appropriate operating level. For clarification please call or email the office. Our staff is happy to assist.
- The vacuum hose may be left in the skimmer to assist in starting the pool and should only be removed when the water level has reached the appropriate operating level.
- If an Opening Vacuum has been requested, we will be along a few days after opening to allow any debris to settle and opening products to take effect. If your pool was not started at the time of opening, you will have to notify our office when the system has been started. At the time of your vacuuming we will also complete a complimentary Water Analysis of the pool water to help start the season! Product will be left for you, however product will not be applied unless you've pre-booked a Weekly Maintenance program for the season.
- If we are unable to start your system on opening, the reason and advice for next steps will be left on our door hanger or you'll be contacted by the office. Return visits may be subject to additional charges.
- **Service calls and repairs are not completed at the time of opening services. The office will schedule a service technician to complete necessary repairs after opening is completed.**
- Leaves and debris from the top of your winter cover will be placed in paper yard waste bags and left either at the curb or side of house for disposal by the customer. We do not take them away.
- **SALT WATER POOLS** – The salt cell/ chlorine generator will not be turned on/plugged in. Do not turn on until the manufacturers recommended salt level/ temperature have been met. Please call our office for assistance.
- **Mayfair Pools does not turn on or start heaters.** Due to regulations by the Technical Safety & Standards Authority, only the homeowner or a licenced technician can do so. If a spring heater service has been requested, the gas will be turned on at that time.
- Opening and vacuuming crews do not turn on or test lights or automation systems. If this is required, a System Set-Up may be requested. Additional service rates may apply.