



# Welcome Packet

Everything You Need to Get Started with Our Pool Care

Welcome to Long Beach Pools!

I am delighted to welcome you as a potential new member of our pool care family. Whether you are looking to enjoy sparkling water season-round or simply want to ensure your pool stays in pristine condition, I am here to take care of all the details while you relax. In this packet, you will find all the information you need about our services, pricing, and an easy form to fill out your preferences and contact details.

## About Us

At Long Beach Pools, I believe that pools are meant to be enjoyed, not to cause stress. With extensive experience and a commitment to customer satisfaction, we offer a range of maintenance and cleaning packages tailored to fit your lifestyle, budget, and needs. Our technician is professionally trained and always happy to answer any questions you may have.

## Our Services & Pricing

Choose the right fit for your pool or spa! Below you will find a breakdown of our most popular services. We offer single-visit options as well as recurring packages for ongoing care. Prices may vary based on pool size and specific requirements—please contact us for a custom quote if your pool is larger than average or has unique features.

### **Full-service Spa Maintenance**

- Vacuuming spa
- Filter cleaning
- Scrubbing walls
- Water testing and chemical balancing

Price: \$35 per visit

### **Chemical Checks**

- Water testing and chemical balancing
- Checking equipment functionality
- Emptying skimmer and pump baskets

Price: \$25 per visit

### **Basic Pool Cleaning**

- Skimming surface debris
- Vacuuming pool
- Brushing walls and tiles
- Emptying skimmer and pump baskets
- Testing and balancing water chemistry
- Cleaning sand filters and single cartridge filters
- Checking equipment functionality

Price: \$60 per visit

### **Premium Pool Maintenance**

- Includes Basic Pool Cleaning
- Blowing off decks around pool

Price: \$75 per visit

### **Rental Properties**

- Serviced twice a week in season, and weekly in off season.
- Can be biweekly in off season when no longer renting.

Price: \$60 per visit in off season/ \$50 per visit in season

### **Yearly Package (10% discount)**

- Calculated based off services chosen

### **Biweekly Maintenance on Any package**

- One week will be any package selected, and following week will be a chemical check only. Prices are as follows with selected package per visit.

### **One-Time Emergency Cleaning**

- Deep cleaning for green pools or special occasions

Price: \$ 150/ per visit

## **How to Get Started**

We make starting pool service easy! Simply fill out the information form below and select the service you are interested in. Our team will reach out within 24 hours to confirm details and schedule your first visit. If you need help deciding which service best suits your pool, just indicate that below and we will be happy to provide personalized recommendations.

# Customer Information & Service Selection Form

Please complete the following so we can serve you best.

- Name: \_\_\_\_\_
- Property Address: \_\_\_\_\_
- Billing Address: \_\_\_\_\_
- Email: \_\_\_\_\_
- Phone Number: \_\_\_\_\_
- Please Indicate:  Residential  Rental
- Please Indicate:  Pool  Spa  Pool and Spa
- If a pool, is it:  Fiberglass  Concrete  Vinyl liner
- Condition of pool or spa:  
\_\_\_\_\_  
\_\_\_\_\_
- Keys or Codes needed to service: \_\_\_\_\_
- Property Details (Ex. Dogs on site, which gate to use):  
\_\_\_\_\_  
\_\_\_\_\_
- Service Selected:
  - Full-service Spa Maintenance (\$35/per visit)
  - Chemical Checks (\$25/per visit)
  - Basic Pool Cleaning (\$60/visit)
  - Premium Pool Maintenance (\$75/visit)
  - Rental property ( \$60/ off season & \$50/ in season)
  - Biweekly
  - Yearly Package (10% discount)
  - One-Time Emergency Cleaning (\$150/visit)
  - Not Sure—Please Contact Me with Recommendations

## Frequently Asked Questions

- How do I schedule my first appointment?
- Once we receive your completed form, we will contact you to set up your first visit.
- Do you service spas or hot tubs?
- Yes! Please indicate in your form if you need spa or hot tub care.
- What happens if I need to change my service?
- We are flexible, let us know at any time and we will update your plan to fit your evolving needs.

## Next Steps

1. Fill out the information and service selection form above.
2. Email or call us with your completed form.
3. We will be in touch soon to confirm your service and answer any questions!

## Contact Us

If you have any questions at all, please reach out! We are available Monday through Saturday, 8:00am–5:00pm. You can reach us at (910)409-5057 or [info@longbeachpoolsoki.com](mailto:info@longbeachpoolsoki.com). We look forward to helping you enjoy a clean, sparkling pool all year long.

Thank you for choosing Long Beach Pools. We are excited to work with you!