

IMAGINE HOT TUB VALET SERVICE™ MEMBERSHIP AGREEMENT

This Membership Agreement (“Agreement”) is entered into between Imagine Backyard Inc (“Company”) and the undersigned customer (“Member”).

Bi-Weekly Water Care & Chemical Service

- Water testing and balancing every other week
- Professional chemical adjustments as needed
- Ongoing monitoring of water quality and spa operation

*FROG® @ease® cartridges and certain specialty chemicals are **not included** and will be billed separately.*

Additional chemicals may be required based on usage, weather, and water conditions. Member may need to add chemicals between visits when necessary.

Annual CLEARRAY® UV-C Bulb Replacement

- Professional replacement and installation included. Annual value: approximately \$265. If ClearRay bulb needs to be changed to begin service, next replacement will be at 12 months.

Annual Equipment Inspection

- Inspection of pumps, heater, controls, plumbing, and circulation systems

Filter Care

- Filter inspection and cleaning as needed during service visits. New filters will be billed separately at 15% off when needed.

Exclusive Member Savings

- 15% off regularly priced chemicals (including Frog@Ease cartridges), filters, parts, covers, accessories, and eligible service work

Annual Drain & Clean Service

- Complete drain and refill
- Acrylic surface cleaning
- Jet and plumbing flush
- Cabinet cleaning and conditioning (when accessible)

Annual included Drain & Clean service is available after eight (8) consecutive months of active membership and has an approximate value of \$450. Account must be current

INITIAL DRAIN & REFILL REQUIREMENT

To establish proper water quality and service standards, all existing hot tubs must receive an initial Drain & Refill Service prior to enrollment.

- Hot tubs up to 91” x 91”: \$250
- Hot tubs larger than 91” x 91”: \$350

Payment for initial drain & clean is due upon enrollment.

MEMBERSHIP INVESTMENT

Monthly Membership: \$129 per month

Annual Prepaid Membership: \$1,428 per year (Save \$120)

MEMBERSHIP TERMS

1. Membership term is twelve (12) months and non-refundable once charged
2. Member authorizes Imagine Backyard Living to automatically charge the payment method on file for membership fees, renewals, authorized products, services, taxes, and applicable fees.
3. For monthly pay Members, card on file will be automatically charged on the 20th of the month for the upcoming months service
4. Membership automatically renews for successive twelve (12) month terms unless either party provides written notice of cancellation at least thirty (30) days prior to the renewal date.
5. Membership pricing is guaranteed during the current term. Pricing, benefits, and program terms may be adjusted upon renewal with advance notice.
6. Service visits are generally performed every other week. Visit dates may vary due to holidays, weather, staffing, route scheduling, or other operational considerations.
7. Member is responsible for providing safe and reasonable access to the hot tub. Additional trip charges may apply if service cannot be completed due to lack of access or unsafe conditions.
8. Membership does not include repairs, replacement parts, covers, FROG® chemical cartridges, specialty chemicals, electrical work, plumbing work, or any services not specifically listed as included.
9. Membership benefits, discounts, annual services, and promotional incentives have no cash value, are non-transferable, and do not roll over into future membership years.

10. If membership is canceled before completion of the initial twelve (12) month term, Imagine Backyard Living may charge the difference between membership pricing received and the retail value of services, discounts, and benefits already provided.
11. Imagine Backyard Living reserves the right to terminate membership for non-payment, unsafe conditions, inability to access the spa, abusive conduct, or other circumstances that prevent service from being provided safely and effectively.
12. Imagine Backyard Living will use reasonable efforts to maintain proper water quality and spa performance but does not guarantee crystal-clear water, prevention of equipment failures, or water conditions between scheduled visits.
13. To the fullest extent permitted by law, Imagine Backyard Living's liability under this Agreement shall not exceed the membership fees paid by Member during the preceding twelve (12) months.

CUSTOMER INFORMATION

Customer Name: _____
Service Address: _____ Gate Code: _____
City: _____ AZ
Phone: _____
Email: _____
Hot Tub Model: _____
Membership Option Selected:
 Monthly Membership – \$129/month
 Annual Prepaid Membership – \$1,428/year. Save \$10/mo
Enrollment Date: _____
 Frog@Ease Chlorine System Standard Chlorine Bromine TRUE® Water System

PAYMENT AUTHORIZATION & ACCEPTANCE

Cardholder Name: _____
Card Type: Visa Mastercard AMEX Discover Other: _____
Card Number: _____
CVV Code: _____
Billing Address: _____

By signing below, Member acknowledges that they have read and agree to the terms of this Agreement and authorize Imagine Backyard Living to charge the payment method on file for membership fees, renewals, and authorized purchases and services.

Member Signature: _____
Date: _____