



Terms and Conditions Pond Maintenance Memberships

- **Minimum sign up period is 12 months.**
- **10% off additional products or services is for duration of membership only.**
- By completing the sign up form you are stating your agreement to a minimum of 12 consecutive months of billing. You will not have to sign up again after 12 months to continue service. The monthly service will continue automatically indefinitely unless you request in writing to terminate the agreement. A minimum of 30 days notice is required to stop all billing activity related to your Membership. Upon termination of your membership, you will be notified via email.
- If client chooses to terminate membership before 12 months are up, the unpaid fees for services rendered remaining within the first 12 months will be due in one complete payment to complete termination of Program. The 5% membership discount and prepay discount will be forfeited in the calculation of any unpaid fees.
- Due to the complex nature of leaks and elements out of our control; the **Membership does not cover leaks.** That being said, if we are out on any service visit, and we are able to easily resolve a leak problem, we will of course take care of you and fix it. No guarantees, an AFD technician will make the call.
- Your Membership does not cover broken/failed equipment.
- Service calls requested outside of the regular maintenance service visits will be billed at \$160 per service call. (Discounted from regular \$200.00 service call)
- Prepayment must be made by February 5th of Membership year to receive the additional prepayment discount offered at that time.

Clear Water Guarantee

Your pond or water feature must have been installed by A Frog's Dream and utilize our suggested filtration system methods of a Skimmer/Biofall filtration system and be a Platinum or Gold Maintenance Member. We will guarantee you will have clear water. NOT ALGAE free water. Carpet, String or other types of filamentous algae control is not part of this guarantee. The only exception to the clear water guarantee is in the event of a fish spawn. Upon signing up for a membership AFD will determine if a Clear Water Guarantee can be offered for your pond.

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