

2/8/2008



Wolfgang's
SPA WORKS

Wolfgang's Spa Works, Inc.
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Dear Valued Customer:

We can maintain your hot tub on a regular schedule, if you contract for regular maintenance visits at least monthly. We can also adjust your regularly scheduled visits to occur between groups of renters or other guests, if we receive adequate notice of check-in and check-out days. As of March 2008, our rates for regular maintenance are:

A visit once a week: \$34.00 per visit*

Every other week: \$39.00 per visit*

Once a month: \$47.00 per visit*

Distance surcharge: Add \$12.00 per visit**

* plus sales tax, and \$4.00 for all chemical treatments

**Surcharge applies to the Ski Valley area, Gallina Cyn, Deer Mesa, W. of Gorge Bridge, and similarly distant.

[Occasional maintenance, on demand is charged at our normal \$75/hr service rate.]

What you get with a regular maintenance visit: Our trained employees will test and chemically balance the water; clean and inspect the filter; hose off the cover and deck area; treat the vinyl cover with sunscreen; vacuum the inside of the spa; skim the water; and look over the system for proper operation, noting to Wolfgang any apparent need for repairs. The employee also records the temperature, water condition, and sanitizer level in his log after each visit.

In addition to regular maintenance visits, your maintenance contract with us entitles you to a drain, scrub, and refill of the hot tub 3 or 4 times a year, at no extra charge. This job normally takes two hours and costs over \$100 at other companies. Additional drains beyond this will be charged extra (we will ask you first). **PLEASE NOTE:** Any visit (even the first one) may, in the opinion of our staff, show a need for an immediate drain and fill. If you don't want the tub drained on any particular day (for example, because it then wouldn't be hot in time for arriving guests) **YOU MUST TELL US well before your visit is scheduled.** We are thinking of your safety when we drain and fill, but if the timing is inconvenient, let us know in good time.

We furnish all chemicals necessary, so that you need not keep a large supply on hand. We do recommend, however, that you always keep a supply of Shock (also called MPS, or Oxidizer) on site, so that you, a guest, or a caretaker can freshen the water after the tub is used. *If you opt for a once-a-month schedule, and you will have renters/guests, a caretaker should also monitor the water between guest visits for adequate levels of sanitizer (chlorine or bromine), and adjust when necessary. A once-a-month visit alone is usually not enough to ensure that the water remains safe, especially with heavy use.*

We bill once a month by mail or e-mail, whichever you designate. If you prefer, we can also charge your credit card on file each month and send you a receipted invoice.

Thank you for entrusting your business to Wolfgang's Spa Works.

Wolfgang and Jennifer F. Collins