

Pool Service Professionals

March 23, 2020

RE: COVID-19

Dear Customer,



We would like to let you know that we are following the CDC guidelines and protocols regarding COVID-19. We plan to continue providing pool service as usual throughout this pandemic. Pool service is a necessary sanitation service, so there is little chance that our industry would be directed to shut down. Our suppliers have confirmed they will remain open to provide chemicals and other materials throughout this time period. Several authoritative sources have concluded that the COVID-19 virus does not transmit in water, particularly water that is properly sanitized and kept clean. Therefore, we highly recommend continuing pool service during this time.

Our employees have been instructed to stay home if they, or anyone in their household, becomes sick for the required number of quarantine days. In the event that two or more of our employees are sick at the same time, we will have to make some adjustments to our route schedule. We are using precautions such as personal protective equipment as needed, frequent hand washing, and social distancing. Please help our employees follow these protocols by staying at least 6 feet away if you need to communicate with them while they are servicing your pool. You can also contact Casey at (407) 864-6909 or Bryan at (407) 509-9485 if you have questions regarding your pool service.

The key is keeping open lines of communication. We would like to use email communication as our source for mass messages to our customers. Please ensure that we have your correct email address(es) on file. If we have your email address, you received this letter through email. If we do not have your email address, you received this message only with your March invoice in the mail - please send me your email address and phone number ASAP (email kate@pool-service-pros.com or text your email address to 386-852-3517; please include your name and pool address).

In times like these, we ask for your patience and understanding. We are working as hard as we can and our goal is to have no interruptions in your pool service. We are all in this together and we will make it through together. We look forward to continuing to provide you exceptional pool service.

Stay well,
Kate & Casey Allen
Pool Service Professionals, LLC