# USA Pools of New York



Aquatic Facility Management Wee Wah Beach Club Tuxedo Park, NY



July 8, 2021

Matthew Tinari Wee Wah Beach Club Wee Wah Rd Tuxedo Park, NY 10987

#### **RE:** Aquatic Facility Management

All,

Thank you for the time you invested with USA Pools of New York; a partner company of USA Management in assessing the professional needs of your aquatic facility at **Wee Wah Beach Club**. Included is some information to help you better understand the commitment and tradition of being a part of the USA Management family. Also, you will find attached a proposal that can be reviewed and tailored to your needs.

USA Management is an highly experienced organization that achieves full compliance with each and every aspect of aquatic and pool management. Our USA training and audit program has completely eliminated year round staffing challenges that other aquatic operations face every day, week, month and year. Please keep in mind that our primary objective is water **SAFETY**! We provide the highest level in water safety by enforcing Active Lifeguarding and parental supervision. Our safety procedures and extensive management experience provide for a highly trained and experienced staff to proactively serve your guests/patrons. We also raise the bar in every aspect of facility management and customer satisfaction. An annual walk-through inspection will help you budget and plan for any needed repairs. This inspection will help eliminate surprise repairs and untimely breakdowns. We are on call for your facility 24 hours a day, 7 days a week. You have the assurance that if a problem arises, we will have it fixed.

Isn't it time that the aquatic industry truly manages an aquatic facility the RIGHT way? We at USA Management believe it is! We have spent hundreds of thousands of dollars in market research and many years investing and developing software to support the process of true aquatic management. We listen to our clients and are meeting these needs using big data. We have partnered with and help develop a break through app and web portal that provides "real time" reporting, cleaning checks and balances, safety zones with rescue audits, maintenance requests, repair status updates, scheduling, programming and event registration, financial reporting, and much, much, more. This state of the art technology has made it possible to have accountability and transparency in our partnership with our clients, staff and employees. As we enter into another swim year, we know that we are the voice and stalwart of experience in this industry. We recognize the importance in having the experience, background and knowledge to manage your type of operation and most importantly protect your association, our staff and the community from risk and liability.

We appreciate your faith in USA Pools of New York for all of your aquatic operational needs.

With Kind Regards,

USA Sales Team USA Pools of New York a division of USA Management 877.248.1872 www.usamanagement.com



# **Our Success**

Our success was established decades ago, on dreams of improving the aquatic experience both affordably and efficiently. By creating innovative programs to supplement little, or no, existing activities, we are able to generate revenue and cut costs. Examples of these programs include senior swim, scuba certification, water babies, swim lessons and private events. USA Management markets and promotes these events through various outlets increasing attendance and enhancing the sense of community.

We have effectively maximized usage of the operations and created a knowledgeable awareness of pool safety with each class. With drowning being the leading cause of death in children under five, and majority of deaths being at swimming pools, we have implemented safety regulations that include wristbands on children under a certain height, swim tests, and Rules Day. The operational systems that we have customized for you will create a foundation of success that can free up the Association to focus on other tasks.



With decades of knowledge we realized it couldn't only be our passion for protecting the public and implementing water safety. So we went out and searched for the best of the best in the business. Since building our company we have developed and maintained extensive training for our team members regarding water safety and educating others in water safety. Our organization's team members are trained in all types rescue and life saving scenarios as well as hospitality.

Hospitality is a way of living and breathing in business. Without it we would not survive and since our clients and communities have daily interactions with our team members we also train them on how to serve and communicate. We as a company are always ready to serve and lead the way in the Aquatics Industry. You won't go wrong if you choose USA Management.



# **Hiring Boom**

All types of seasonal jobs have become hard to fill due to recent economic trends: The U.S. unemployment rate continues to sink, hitting a 17-year low in December (3.9 percent), and job seekers are finding work more easily than at any time since the mid-90s. Job openings in the United States have now topped roughly 6 million for five months in a row, a record streak, according to the Bureau of Labor Statistics (BLS). - SHRM

Unemployment rate of workers age 16 and older by race and ethnicity, 1995–2020



From December 2016 to September 2019, nominal wages rose 16.79% - The conversation

"Blue collar boom," noting that wages "are rising fastest for low-income workers." – USA Today

Pay for the bottom 25% of wage earners rose over 15-20% . -SHRM

Unemployment is at a phenomenally low level. You have people of all ethnicities doing well. And we're still adding jobs. – NY Post

On average, Americans have seen a 17% jump in household wealth since 2016 election, while wealth at the bottom half has increased 54%. - Rutgers

Pay is rising faster for lower hourly rates than expected. Recent growth for workers with low wages outpaced high wage workers by the widest margin in 20 years. - NY Times

#### What does this mean to you?

We are working hard to remain competitive in the labor market while providing quality & qualified staff at the lowest possible price. However, seasonal employees are no longer satisfied with the "norm" in pay rates. Young people are seeking much higher wages (\$12-\$15+)! Our Agreement offers a Silver, Gold & Platinum package to stay competitive. You make the choice!

Most of your costs is Labor!



What is the biggest recruitment challenge you expect to face over the next 12 months?



# **Aquatic Staffing**



# **Staffing Your Aquatic Facility**







# **Aquatic Staffing**



Cleaning is preformed by a cleaning team to ensure that lifeguards are fully committed to the safety of the facility. Cleaning is done on specific needs of each client and is provide upon request.



USA hires the best possible candidates for each location. This can vary on the requirements of the location. All candidates go through a pre-screen and interviewing process. Continuing education is important to USA Management and this is also determined on the terms of the agreement and its time frame.



USA Management typically works through repairs with it's sister company USA Pools Construction. This allows USA to provide services and repairs in house.



As the Owner, you determine when the facility is open, closed, etc. We are here to manage the processes and keep fluid operations. We are happy to consult or make recommendations, but it is always your decision.



# Maintenance and Cleaning

#### WHAT WE KNOW

- WE KNOW 87% of members at private clubs are not satisfied with maintenance and cleaning practices at their amenities.
- WE KNOW Swimmers care more about chlorine levels at a swimming pool than any other chemical reading.
- WE KNOW Filed complaints with the environmental health departments are up 73% over the past 5 years with commercial swimming facilities.
- WE KNOW 89% of people say odor is the leading sign of uncleanliness.
- WE KNOW 88% of people say that over flowing trash cans are a sign of a dirty facility.
- WE KNOW 93% of people say that dirty or sticky floors are a sign of a dirty facility.
- WE KNOW A dirty scum line (tiles) is a direct failure of a swimming pool's filtration system.
- WE KNOW A dirty pool bottom is a direct result of poor water circulation.
- WE KNOW That skimmers/gutter system should recirculate 80% of the pool's water every 6 hours or less.
- WE KNOW Cloudy pool water is caused by 2 symptoms.
  - 1. Improper or poor water filtration circulation.
  - 2. Low Chlorine or sanitizer levels.

#### WHAT WE BELIEVE

- WE BELIEVE Trained professional cleaners are the best resource to clean a public or private club.
- WE BELIEVE Trained professional certified pool operators should operate and monitor filtration equipment.
- WE BELIEVE Trained professionals should administer deep cleaning duties at public or private clubs.
- WE BELIEVE Lifeguards & pool staff should conduct light daily cleaning duties.
- WE BELIEVE Lifeguards & pool staff should report maintenance and cleaning items immediately.
- WE BELIEVE A scheduled cleaning program is the best way to identify staff and have accountability.



Over 4400 children between the ages of zero and 14 drown annually. That is over 12 children a day. Drowning ranks fifth among the leading causes of unintentional death in the United States.

Statistically less than 10% of people will notice a body on the bottom of the pool in less than one minute and 20 seconds.

#### So who is most at risk?

Nearly 80% of people who die from drowning are males. Children ages 1-4 have the highest drowning rates. Also, African American children ages 5-14 are 3 times more likely to drown than the same age of Caucasian children.

#### What are some factors of drowning risk?

Lack of swimming ability Lack of parent supervision Failure to wear life jackets Alcohol use

#### What has research found?

Encourage people to learn how to swim Know CPR – Seconds count Lifejackets reduce risk Drowning IS a silent killer – it occurs quickly and quietly

#### Tips to provide safety!

Constantly use your scanning strategy skills.

Enforce touch supervision with parents and their children around water. Enforce the Buddy System – Always make sure swimmers swim with a buddy. Help promote swimming lessons – Formal swim lessons can protect children from drowning.

Know your CPR skills – CPR saves lives.

Know that Air/Foam toys are not safety devices.

No drinking and swimming.

Hyperventilating before swimming underwater can cause you to pass out and drown.

# **Safety in Your Community**

USA Management partners and believes in the practice of Note and Float and their research and studies on Aquatic Safety.

Note & Float is designed to reduce drowning at aquatic facilities through a device that has been around for centuries the lifejacket. Lifejackets abound in open water, but are too rare in pools. Note & Float promotes the use of lifejackets in all pools for all non-swimmers, leading to a new culture that nonswimmers wear lifejackets at all aquatic facilities, just as bikers wear helmets. We should teach all children to swim. But before they can...let's float 'em!

Note & Float provides guidelines for aquatic facilities to enforce the use of lifejackets for non-swimmers as a supplement, not a replacement, for supervision. Identify nonswimmers and require they wear a lifejacket along with close supervision of an adult.



For more information: <u>http://www.aquaticsafetygroup.com/NoteAndFloat.html</u>

This is a recommendation and cost is not included in proposal.

# **Safety in Your Community**



# USA Management can guarantee NO drownings!



#### How it Works:

Swimmers are wear, active wristbands, who detects possible <u>drowning</u> by monitoring the pattern of abnormal depth for too long time. The wristbands sends an alarm that is picked up by receivers in the pool and are distributed to sirens, lights, pagers or walkie-talkie radios, depending on configuration and operators choice.

#### **Drowning Detection - Keeps your pool safe**

Parents and lifeguards can get distracted and a <u>drowning</u> incident happens quickly, silently and undetected. Reducing the time before a <u>drowning</u> incident is identified is of utmost importance!

The wristband is a personal safety device inside a facility. It keeps track of guests while swimming or playing in the pool and if a user stays too deep for too long the Drowning Detection system will immediately alert lifeguards!

- Acts as an extra level of safety if lifeguards and regular safety procedures fails.
- Makes sure an alert is raised if an incident is not spotted by lifeguards and parents.
- Shows that a pool operator is willing to invest in safety.
- Yellow for non swimmers, Green for swimmers

No swimmer will be left unnoticed!





#### **Additional Features:**

Entrance Ticket Clocker Access Cashless Payments Area Access

This is a recommendation and cost is not included in proposal.

# Water Safety

#### WHAT WE KNOW

- WE KNOW An average of over 3,500 fatal drownings happen annually each year in the US. (That's about 10 per day)
- WE KNOW Children ages 1-4 have the highest drowning rates.
- WE KNOW About 1 in 5 that die, are ages 14 and younger.
- WE KNOW Every child who dies from drowning, another 5 receive emergency department (EDs) care for water submersion injuries.
- WE KNOW More than 50% of near drowning accidents require hospitalization that can cause severe brain damage, memory problems, learning disabilities and permanent loss of basic functions.
- WE KNOW Nearly 80% who die are male.
- WE KNOW A child 4 and under, in a non-guarded pool, is 14 times more likely to be involved in a death rather than a car accident.
- WE KNOW Young swimmers visit swim facilities more frequently than adults.
- WE KNOW Child drownings are silent.
- WE KNOW 58% of parents do not consider drowning a threat to their child.

## WHAT WE BELIEVE

- WE BELIEVE Lifeguards are on duty to enforce rules, safety and guard people's lives.
- WE BELIEVE Lifeguards are to provide ACTIVE water safety skills.
- WE BELIEVE Lifeguards should follow the 5 minute scanning strategy.
- WE BELIEVE Lifeguards should enforce a swim test.
- WE BELIEVE Lifeguards should enforce "touch-supervision".
- WE BELIEVE Lifeguards should enforce CGA life jackets to non-swimmers.
- WE BELIEVE Lifeguards will enforce the buddy system.
- WE BELIEVE Lifeguards should encourage learn to swim programs.
- WE BELIEVE Seconds count. Lifeguards will promote CPR skills.
- WE BELIEVE Proper supervision around water at all times.
- WE BELIEVE Air & foam toys are not proper flotation devices.
- WE BELIEVE Water safety starts at home.

# **Introducing Smart Aquatics**



You asked and we delivered! USA Management has worked with technology devolvement teams to bring you the first and only smart aquatics management system. With gadgets and phone applications our world has become web-based. Join in the rest of the **Smart Cities** across the country and see how **GO AQUATIX** can benefit your community!

As the first aquatics company to use an electronic GPS clock- in systems. We have furthered our abilities to be proactive in management. From clock-ins to chemical readings, everything is digital and everything is real time. This cloud based system stores recorded documents, such as, staff time sheets, payroll, chemical readings, customized checklists, incident reports, etc. all in real time. This system also alerts us when chemical reading has not been completed on time. Did we mention it allows our customers to log in and view data and reports regarding their facility done by the Company and its team members in **REAL TIME?!** 

Go Aquatix is an important tool for our team members. This is where they will begin their continuing education each week, they clock in, views information about the facility they will be working in, view payroll reporting about themselves, learns how to complete and view a schedule, view their points earned each shift and much more. They also complete check lists that have been tailored to the community they are working in.

For a Demo on what this system looks like please contact me. I will happily email you the link with the user name and password.



## The Aquatic & Pool Management first and only APP!



- Welcome to the industry's first and only Aquatic & Pool Management App.
- This App is designed and customized for the management of aquatic staffs and aquatic facilities.
- This custom aquatic app allows you to manage your facility from a personalized dashboard set up for your specific aquatic needs.
- You can access this dashboard from any smartphone, tablet or computer.
- Go Aquatix is the leader in aquatic workforce management. We have years of tested experience and know how in developing an app that meets all of your aquatic demands.

# **GPS Timekeeping**



## **1.Avoid Staff Clocking In if:**

- Overtime
- Budgets Exceeded
- No Schedule
- Authorization Expire

## 2.Verify Attendance in Real-Time:

- Arrivals
- Departures
- Early or Late
- Photo Timestamp
- Personal Time Tracker
- Billable Time Tracking

## **3.Automated Alerts for:**

- No shows
- Being Late
- Staff Approaching Overtime
- Budget Exceeded
- No Schedule
- Authorization Expire

## Scheduling

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- 1.Simple to Plan & Publish Schedules
- 2.Easy to View
- 3.Personalized Scheduling (daily, weekly, bi-weekly, semi-monthly)
- 4. Notifications for Schedules
  - Remind next shift
  - Not At Facility
  - Not Clocked In

5.Eliminate Scheduling Conflicts

6.Coordinate who is on-call

## Safety



- 1. Establishes swimmer abilities
- 2.Assists in water safety by identifying the risk of swimmers
- 3.Allows for site specific requirements
- 4.Notify' s aquatic team and community for swimmers vs non-swimmers by use of wristbands
  - Green for swimmers
  - Yellow for non-swimmers

5.Reduces risks of drowning



## **Task Management**

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LifeGuard D	etails :	
Pay Period Hours		0
Hourly Rate		55 / hr

- 1. Customize Hourly, Daily & Weekly Duties
- 2. Testing & Validating Procedures
- 3. Testing Chemicals
- 4. Record PSI & Flow Readings
- 5. Cleaning Facility
- 6. Safety Audits & Inspections
- 7. Gate Attendance

## **Reports & Dashboards**



- 1. Real-Time Reports
- Viewable for Supervisors
   & Customers
- 3. Notification if task is not completed
- 4. Reports to specific job duties
- 5. Incidents & Accident Reporting

# **Reminders/Alerts**



- 1. Schedule alerts for tasks needed to be completed
- 2. Pop-up notifications for duty's not recorded
- 3. Update Everyone Simultaneously

## Messaging

- 1. Communication Tools
- 2. Staff Member to Staff Member
- 3. Staff Member to Control Center
- 4. Control Center to Staff Member or Members
- 5. Share Routine & Emergency Information
- 6. Send mass notification messaging

## **Repairs Center**



- Aquatic Staff has ability to request items/parts that need repair to be fixed
- Instantly take picture and text to record broken items/parts
- 3. Creates Repair Ticket & Tracks Repair
- 4. Notifies Progress to Customer
- 5. Order Supplies
- 6. Upload Information for Approval Process





- 1. Staff able to view time worked
- 2. Up-loadable timesheet for payroll processing
- 3. Access to payroll records, timesheet and tax info

## **Safety Test**

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- 1. Recording safety test at facility for water safety
- 2. Provide water safety to children

## **Loyalty Program & Points**

Raj 👘 🕬 tested by Gajendra Reddy at swimming pool	0
Raran	0
nami tested by Gajendra Reddy at pool 1	0

- 1. Enroll, Track, Reward
- 2. Incentives for work related tasks
- 3. Showing up on time
- 4. Increase Staff's happiness& brand advocacy
- 5. Measure Performance & Engagement
- 6. Motivate staff for Training & Certifications
- 7. Motivate through Staff Referrals
- 8. Redeem Points for awards

## **Training Videos & Documents**



- 1. Document Management
- 2. Training Videos for Staff
- 3. Training Documents for Staff
- 4. Safety Policy Training
- 5. User guide for staff
- 6. Learning Portal

## **Uniforms & Aquatic Attire**



- 1. Access Uniforms & Orders
- 2. Higher Control Automated Purchasing
- 3. Streamlines Uniform Purchasing

## **Personalized Profile**

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Gajendra		
Reddy		
gajendra.m	ldy@unartdatainc.eet	

- 1. Staff has their own Personalized profile
- 2. Update staff information
- 3. Usernames & Passwords

## **Aquatic Staff includes**

China	<u>.</u>
Beljing	•
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500003	

- ➢ Facility Supervisors
- ➤ Facility Managers
- ➤ Lifeguards
- Cleaning Staff
- ➢ Maintenance Staff
- And other aquatic staff scheduled at your aquatic facility.

# Web Portal Dashboard

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# Reporting and Documentation

#### WHAT WE KNOW

- WE KNOW Communication is the key to a successful partnership.
- WE KNOW Being open and honest with people & customers is a recipe to long term success.
- WE KNOW Lack of communication causes unwanted problems.
- WE KNOW Transparency gives people the "Right to Know".
- WE KNOW Good communication strengthens trust, honesty and respect.
- WE KNOW 70% of workers are not engaged with their work because of poor communication practices.
- WE KNOW Workers that connect with each other increase their productivity by 20-25%.
- WE KNOW 69% of workers say they work harder if they see that their work is recognized and appreciated.
- WE KNOW Working with Gen Y workers requires a transparent work environment.

#### WHAT WE BELIEVE

- WE BELIEVE Inclusive decision making serves a group or business much greater than individuals.
- WE BELIEVE Well documented reports gathered in "real-time" holds people accountable.
- WE BELIEVE Technology increases collaboration and a spirit of working together.
- WE BELIEVE Technology makes jobs easier and reduces wait times.
- WE BELIEVE Transparency uncovers REAL problems and solutions.
- WE BELIEVE Decision making is made from real data.
- WE BELIEVE Good partnerships serve diverse people with mutual beneficial relationships.
- WE BELIEVE An educated customer is a good customer.

# Involvement with Your Community

USA's marketing and promoting of aquatic programs. We are able to generate revenue to help offset the expense of swimming pool operations and utilize multiple advertising outlets. Sometimes we are even able to work with local businesses as promoters and sponsors. All of these aspects work together to increase attendance.





Our highly trained lifeguards offer the best in water safety, however select guards train and certify in Aqua Aerobics that we enjoy bringing to each community to support health in a fun and safe environment! Part of interacting with our communities is also educating our communities. By having a Pool Rules Day and Swim Lessons and Swim Testing for children and Adults.

Through the Swim Season we can provide fun activities for families. Whether its holiday related or just a fun coloring contest of our mascot Splash or a Dive In Movie, the kids are sure to have a memorable day at the pool!





# Value of using USA Management

Types of Facilities we operate : Indoor and Outdoor Aquatic Centers Competition Pools Slide Pools and Slides Zero Depth Entry Pools Water Parks Splash Pads Clubhouses Restroom/Locker Room Facilities Gyms Resorts/Hotels Municipalities

## What we offer:

Architectural Design of Aquatic and Park Facilities Engineering Services for Aquatic and Park Facilities Design/Build Services for Aquatic Facilities Design/Build Services for Parks and Aquatic Facilities Project Management General Contracting Cost Valuation Analysis Facility Management of staffing and chemicals Preventative Maintenance on all Aquatic Equipment





# Value of using Aquatic Directors



#### Aquatic Director Responsibilities

- Manage operation of aquatic facilities, activities, swimming programs and department staff.
- Supervise and guide employees and volunteers.
- Manage operations of assigned area within available resources and budget.
- Track and monitor revenue and expenditure to stay within allotted budget.
- Adhere to aquatic safety standards and guidelines.
- Plan and organize staff assignments and workloads.
- Hire, train, and evaluate aquatic staff.
- Modify and define entry fee for aquatic facility as needed.
- Oversee the organization, implementation, administration, promotion and evaluation of the aquatic programs and facility.
- Develop flyers, brochures, advertisements, etc. to promote aquatic facility.
- Recommend changes to existing aquatic programs as needed.
- Conduct various aquatic entertainment and activities to attract more patrons.
- Assist in research, facilitation and building quality aquatic programs that provide customer satisfaction.
- Provide information about aquatic programs to schools, recreation officials, community service groups, and the general public.

This is an add/alternate on your Aquatic Management Agreement. Please sign below if you wish to use an Aquatic Director for your facility.



# **Management Package Pricing**



**Silver 1 Year** \$31,310.00



Audits





Advertise Recruit Interview Hire Onboard Certification training **Onsite Training** Provide staff **Schedules Daily Operations** Management Payroll Support water safety **Risk Management** Audits \*Staff wages are \$2.00 higher per hour



Platinum Add \$5,340.00

> Advertise Recruit Interview Hire <u>Onbo</u>ard Certification training **Onsite Training** Provide staff Schedules **Daily Operations** Management Payroll Support water safety **Risk Management** Audits \*Staff wages are \$5.00 higher per hour



## **Aquatic Management Agreement**

THIS AGREEMENT, between USA Pools of New York (the "Company") and Wee Wah Beach Club (the "Owner"), is to provide management services by the Company of the Owner's aquatic facility located in Orange County, NY, in accordance with the specification, conditions, and terms set forth herein.

1. <u>OPERATIONAL TIMES</u> DATES OF OPERATION: May 28, 2022 through Septem <i>Aquatic Facility will be open w</i> HOURS OF OPERATION:	iber 5, 2022 veekends only while local, public school	s are in session.
Monday 1:00pm-8:00pm	Thursday 1:00pm-8:00pm	Sunday 1:00pm-8:00pm
Tuesday 1:00pm-8:00pm	Friday 1:00pm-8:00pm	
Wednesday 1:00pm-8:00pm	Saturday 1:00pm-8:00pm	
2. <u>SCOPE OF SERVICES:</u> Advertise & Recruit	Promote Programs & Events	Manage Daily Operations

3. <u>PAYMENTS</u>: The Company hereby proposes to perform the work and services set forth above for the average price of \$29,820.00 for 2022, 2023, 2024 (3 years) or the price of \$31,310.00 for 2022 (1 year) swim year upon specification, conditions and terms as set forth herein. Payments by Owner to Company shall be made in accordance with the following schedule:

**Risk Management** 

**Provide Staff** 

DUE

Total	<b>Contract Price</b>	Sign/Renew	1-Dec	1-Feb	1-Apr	1-Jun	1-Jul	1-Aug
1 Year	\$31,310.00	\$1,565.50	\$1,565.50	\$1,565.50	\$3,131.00	\$9,393.00	\$9,393.00	\$4,696.50

Note: if payment schedule is past the month of signing, payments must be caught up to reflect the payment schedule

Hire & On-boarding

Support Water Safety

\*\*Contract Price listed is reflective of Silver Package pricing.

Add Alternate 1: \_\_\_\_\_ (initial to accept)

**Interview & Pre-Screen** 

Training

Aquatic Director \$11,430.00 ( Payments – 10% Signing, Equal payments May 1 through August 1) Add Alternate 2: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(initial to accept)

On Call Team Member \$2,280.00( Payments – 10% Signing, Equal payments May 1 through August 1)

4. <u>PROPOSAL EXPIRATION OPTION</u>: This contract is void at the Company's option if not executed by the Owner and returned to the Company 30 days after July 8, 2021.

5. <u>ACCEPTANCE</u>: Acceptance of this Agreement by Owner through signatures below, along with any payments due above will constitute a contract entered into in accordance with the specifications, terms and conditions and addenda attached hereto. If Owner elects the three year option price, the renewal date in the Effective Date section of the Agreement will be waived during the term of the three year period. Owner may cancel the Agreement for nonperformance by the Company as provided in the Cancellation section of the Agreement. Owner acknowledges that it owns and/or operates the pool facility and has legal capacity and authority to enter into this agreement and bind the property owner of the pool facility. <u>Owner agrees to the contract specifications in the proceeding body Agreement</u>. Any actual changes must be listed in a separate Addendum.

USA Pools of New York

Wee Wah Beach Club

By: USA Management, LLC Name: \_\_\_\_\_\_ By: Contract Department Date: July 8, 2021 By: \_\_\_\_\_ Authorized Agent - "Owner" Date: \_\_\_\_\_ Check 1YR\_\_\_\_or 3YR\_\_\_\_\_

# **CUSTOMER CONTACTS**

Please complete upon signing

PRIMARY CONTACT:         Name:         Title or Position:         Street:         City:
SECONDARY CONTACT:
Name:
Street:
City: Zip: State: Zip:
Telephone: ( )
Email:
ACCOUNTING CONTACT: Name: Street:
City:State:Zip:
Telephone: ( )
Email: BILLING ADDRESS:
Name:
Street:
City:State:Zip:
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FACILITY INFORMATION: Name:
Street:
City:State:Zip:
Telephone: ( )
Office Use ONLY: Management Maintenance OWCW Total Hours