



BONAVISTA

SPRING 2009

Indelible Memories

For the past few years, families have enjoyed the benefits of the trend towards cocooning, and we couldn't be happier. Uncertain times will result in more time spent together in backyards this year. While the economic world sorts itself out, slowing down and savouring the company of friends and family in our own yards is a surefire recipe for creating today what we will cherish tomorrow — indelible memories.

We do not remember days; we remember moments. Cesare Pavese, The Burning Brand

Speaking of memories, it was a treat to see many of you at our new outdoor living boutique this past year. With the finest in outdoor living furniture and accessories, this store is replete with the backyard fashion and function you prefer. The compliments we continue to receive genuinely make us blush.

2009 is shaping up to be a great year for us at BonaVista and we hope you share our outlook. Pool installations continue to book strongly and we are keen to continue servicing you. We wish you and yours the warmest of summer memories!

Melissa Brown
President



Green Thumbs

It's only natural. In an effort to care for our planet and your pool and hot tub needs, we have explored and now provide a variety of ecofriendly options. Ask about ozone as a means to reduce sanitizer consumption. To save energy, consider updating your filtration pump to variable or two-speed, add a timer, or install a custom cover.

Pool of the Year

Almost everyone restlessly awaits their favourite awards —Grammys, Oscars, Golden Globes. Well, close to our hearts here at BonaVista is the National Pool Awards and the Art of Water, and pictured above is our latest award-winner. BV's elite design team integrated several unique features into this latest BonaVista artscape, including a vanishing edge, shallow wading area and stunning water feature in concert with the landscaper.



Hydropool award-winner

Spring Opening/Maintenance

Your spring opening will be the same week as last year unless you wish to reschedule. We will contact you in advance to confirm as your date draws closer. If you are a weekly service client, your pool/spa will be serviced on the same day as last year.

If you simply want to swim or soak, our service team will take care of your water for you for only \$61/visit (travel charges apply outside of the GTA). To enjoy this freedom, simply contact nicole@bonavistapools.com or call Nicole at 905.475.6980 x213

We Love Email

Please email our service department at service@bonavistapools.com so we can add your name to our address book. Sarah, Nicole, Paul or Laura will respond to your inquiries or service requests promptly.



Sat: 9-5
 Sun: 12-5
 Mon: by appointment
 Tue/Wed: 10-6
 Thu/Fri: 10-7
 (Summer hours as of April 1, 2009)

Flagship Fashion

4400 square feet of gorgeous, imagination-stirring outdoor living fashion.

BonaVista LeisureScapes is celebrating its first year conveniently located in the heart of Leaside. Searching for that ever-elusive perfect summer hostess gift? Want to surprise dad with a Napoleon grill for Father's Day? For desirable gifts and backyard accoutrements like planters, cushions, fire features, and objets d'art, look no further.

DEDON furniture. HYDROPOOL hot tubs. NAPOLEON grills. PLANIKA fire features. 18 KARAT garden urns/accessories. DAZZLE pool/spa chemicals. SHADESCAPES umbrellas. patio heaters, cookbooks, POLARIS and pool parts, garden lighting, kids' accessories, toys, and more.

BonaVista LeisureScapes also features an on-site water care centre for your convenience and on-going pool/spa enjoyment. Call Jennifer at 416.645.6980 or email relax@bonavistapools.com for special requests. We look forward to sharing our excitement with you for the very best in outdoor living!

New Toronto Swimming Pool Waste Water Bylaw

Our service practices now comply with the City of Toronto's new swimming pool waste water bylaw, designed to reduce chlorine, bromine, salt, algaecides, and copper levels in our local lakes and rivers. Regular opening services remain in effect beyond Toronto.

To comply, we will be using ChemOut to neutralize the chlorine and bromine levels when draining a pool, but not for the non-chemically treated water on top of winter tarps. For saltwater clients—because we are unable to neutralize salt levels, the following options are available:

- 1) Draining saltwater into a sanitary (non-sewage) line. We have a high quality submersible pump for \$135 which can drain the pool over several days through a garden hose into a sanitary line (e.g. laundry tub, waste line, toilet). We are happy to deliver and set up this new pump for you.
- 2) Retrofitting the backwash line to connect with your sanitary stack via a hose-bib connection. This drains water through the sanitary line at the equipment pad with the submersible pump listed above. This works only if your sanitary stack is available in your basement or on your property. Each unique property will require an estimate for time and material.
- 3) Draining or backwashing to an area on your property that can be contained, filtered or absorbed by the ground. A typical backwashing should not cause any harm to your property if the pool water is properly balanced. Too much salt water can harm plants and grass. For a spring or fall water level lowering you can do this over a couple of days. If you wish to discuss service options, call our Customer Care Team or email service@bonavistapools.com for further details. Visit www.toronto.ca/water/protecting_quality/pollution_prevention for info.

BonaVista Customer Care Team

Located at our Design/Build/Service head office in Markham, our experienced staff is ready to help you enjoy your backyard escape.



Call us at 905.475.6980

Paul Gray, Service Manager, x204

Nicole Robinson, Maintenance Manager, x213

Sarah Carrillo, Customer Care Manager, x212

Laura McNally, Receptionist

Parkash Goyal, Office Manager, x202

Melissa Brown, President, x203

Peter Brown, VP Construction, x206

John Bell, Sales & Renovations, x205

Please note, the Markham office is open Mon. - Fri. 8:30 a.m. to 5 p.m. We are open on Saturdays 9 a.m. - 12 p.m. from May 1st - July 1st

Emergency Service

In the event of an emergency, email urgentservice@bonavistapools.com and our service department will be notified immediately. Support instructions will come via reply email, and if required a priority work order will be dispatched the next business day.



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BONAVISTAPOOLS.com



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