

## Terms and conditions for domestic pest control treatments

The following terms and conditions apply to the domestic pest control service provided by us and should be read before requesting or accepting the service. You, the customer, agree to these terms and conditions on accepting the service from us.

### Fees and charges

1. Quoted prices cover all materials and labour to deal with the pest problem during the number of visits specified
2. Where no number of visits is specified, the quoted price covers all visits required to clear the current infestation
3. Where no upfront price is quoted, a free survey will be undertaken to provide an individual quote for treating the problem
4. Some pest problems will always reoccur unless the underlying cause is tackled (for example, silver fish caused by damp). For this reason the initial charge will only cover a limited number of visits for some pest species
5. Additional fees may be payable if you provide incorrect information or if our technician finds a different problem during their visits. No further treatment will be undertaken until that additional payment is received.
6. By making payment you accept the service and agree to these terms and conditions

### Appointments and access to property

7. We only offer morning (7.30am to 1.00pm) or afternoon (12.00pm to 5.00pm) appointments. No specific time within these periods can be guaranteed
8. There must be someone over the age of 16 present for all visits and that person must have authority to make decisions regarding the property
9. If we attend your property during the booked appointment period and are unable to gain access the following action will be taken:

Initial visits – We will close down your job and issue a 50 per cent refund. A further, full payment will be required to re-open the job.

Revisit – On the first occasion we will place your job on hold for 28 days but will book in a further free visit if you phone us back within that period. If you do not call us back within 28 days or we cannot gain access to your property on a further occasion, your job will be closed down and a further, full payment will be required to re-open it

10. If any equipment or treatments are supplied under this job, you agree to grant us access to your property on reasonable notice in order to allow such items to be removed

### Cancellations

11. A full refund will only be given where an initial appointment is cancelled no later than midnight via the online portal or 5.00pm. via our customer service team on the last working day before your appointment day (Monday to Friday but not including Bank Holidays)

12. No refund will be given for cancellations made after the initial visit has taken place.

## Treatments

13. It is your responsibility to keep all adults, children, livestock and pets away from pesticides, baits, traps or poison. We do not accept any liability for loss, damage or injury to any domestic animals, fish, birds, goods, equipment or property unless it was caused by negligence by us or our employees
14. We cannot undertake treatment for a problem that is already being actively treated by another professional pest control technician. No refund will be issued in these circumstances
15. A 50per cent refund will be issued if our initial survey identifies that there is no problem that requires treatment
16. We may need to install monitors to confirm the pest species that is present before we can begin treatment
17. Some treatments may not be possible if we cannot access the area where the pest is living or frequenting. In particular:
  - a. With the exception of bees and wasps, treatment can usually only be carried out up to a height of two metres above floor level in the room the pest is present; bees and wasps can be treated up the eaves of a two storey house provided the nest entrance is visible from the ground
  - b. Lofts must be securely boarded out unless treatment can be completed from the loft hatch or the use of crawling boards can be undertaken safely
  - c. It is your responsibility to move any fixtures, fittings or furniture, if this is required to allow treatment to take place
18. We will provide advice regarding actions you should take to help with treating the pest or to prevent a re-infestation. We reserve the right to cease treatment if you fail to act on our advice or address issues that are contributing to the infestation
19. We will not remove destroyed wasps nests and will only remove dead rodents where it is practicable for us to do so

## Equipment and Materials

20. All equipment and materials supplied and used as part of your job shall remain our property and you agree to allow access to your property in accordance with paragraph ten should we require the return of such equipment or materials. We reserve the right to charge for any missing or damaged equipment or materials used as part of the treatment
21. You will be advised of any health and safety precautions to take in relation to the insecticides / rodenticides used and we accept no responsibility for any injury or damage arising from a failure to follow that advice. You will be responsible for the rodenticides and insecticides after we leave and should ensure the safety of all people and pets entering your property