

Terms and Conditions for the Pest Control Service

When making, cancelling or rearranging your booking, please be aware of the following terms and conditions:

The Service

- **Opening Hours**

Please be aware that our opening hours are:

Monday	8:30 – 17:00
Tuesday	8:30 – 17:00
Wednesday	9:30 – 17:00
Thursday	8:30 – 17:00
Friday	8:30 – 16:30
Saturday, Sunday and/or Public Bank Holidays	Not Open

- If the council is unable to fulfil an appointment due to unforeseen circumstances (for example, inclement weather, staff sickness or travel problems), a suitable alternative appointment(s) date(s) will be offered.
- Pest Control Officers reserve the right to refuse a service, where there is a health & safety risk and/or where the conditions or practices at the address, would make treatment ineffective. An administration charge of £67.00 will be applied.
- We reserve the right to vary the terms and conditions and to amend the charges for the service.
- Our service respond time, will be in accordance with the Council Customer Contact Standards. Specifically relating to telephone contact. Telephone enquiries are handled by Council Connect, if your call needs to be referred to the Pest Control Team we will aim to respond to your enquiry **within 3 working days**.
- If you would like to know more about how we use and store your personal information, please read our privacy notice which can be found on the Council website - <https://beta.bathnes.gov.uk/council-privacy-policy>

Cancellations

- Cancellation of appointments giving **at least one full working days' notice will incur an administration charge of £36.00**. The administration charge will be debited from the full treatment paid at the time of booking the pest control service.
- Cancellation of appointments **without** one full working days' notice will incur the following charges:
 - **Rats, Mice and Cockroaches** – if it is your first appointment for treatment, an administration charge of **£72.00** will be applied.
 - Second/third appointment cancellations **will not** incur any administration charge but **will be considered as an actual visit**.
 - **For all other pest types**, an administration charge of **£72.00** will be applied.

Rearrange a visit.

- If you wish to rearrange your appointment, you must give **at least one full working days' notice** – no additional charge will be applied for this. Please refer to our opening times, to ensure you can contact us before this notice period elapses.

Other issues and Complications

- Please be aware that for Rats and Mice treatments, the price payable is for up to 3 treatments within a 6-week period beginning **from the date of your first treatment. There will be additional charge if you require further treatment(s)**.
- **When an active rodent infestation cannot be found or a treatment cannot legally be undertaken**, a refund will be made to the customer. **£67.00** will be deducted from this sum as an administration charge.
- If an appointment relating to Rats, Mice, Cockroaches and/or Squirrels cannot be carried out due to the reasons outlined below, the appointment will still be considered as a scheduled visit(s):
 - An adult is not at home at the pre-arranged appointment time
 - Preparation required for the appointment has not been carried out
 - The occupant declines to allow the treatment to be carried out
- If an appointment relating to all other pest types cannot be carried out due to the reasons outlined above, an administration charge of **£67.00** will be applied.
- If following a Wasp Nest treatment there is still a notable amount of activity within the 24 hours following the treatment, you can contact us to arrange a

further visit **free of charge**. The contact number for this service is **01225 396007**.

- Prior to treatment for Bedbugs. A Pest Control Officer will undertake an initial visit and monitor the situation to confirm identification of Bedbugs. If we can't confirm the presence of Bedbugs, we will be unable to undertake treatment. There a refund will be made to the customer. A £67.00 will be deducted from this sum as an administration charge.
- A pre-booked out of hours treatment will incur an additional charge.

Summary table of Administration Charges

Administration charges are applied in the above circumstances to cover the service costs and expenditures involved as part of your service booking.

Cause of Refund	Closing balance after deduction – customer paid full amount	Closing balance after deduction – customer paid concession rate
Appointment is cancelled when more than one full working days' notice given, providing that multi-visit treatment has not begun.	An Administration charge for cancellation of £36.00 will be taken from the full amount paid for the treatment	An Administration charge for cancellation of £36.00 will be taken from the full amount paid for the treatment
Appointment is missed/cancelled by the customer when less than one full working days' notice is given.	£72.00	£72.00
No treatment is possible because on visiting, no active infestation was found.	£67.00	£67.00
Treatment has already begun, but the customer does not wish to continue with further visits.	£0.00 No refund given	£0.00 No refund given
No treatment is possible because the pest control officer cannot reach a wasp nest.	£67.00	£67.00