

**Abbreviations:**

<b>PCO:</b>	<b>Pest Control Operative</b>	/	<b>SPCO:</b>	<b>Senior Pest Control Operative</b>
<b>HBC:</b>	<b>Havant Borough Council</b>	/	<b>CS:</b>	<b>Customer Services</b>

1. All assessments, surveys and subsequent treatments will be subject to the charges and limitations as set out in the 'Pest Control Prices' Schedule, available on this website.
2. Treatments will include all materials, including pesticides, and the loan of any necessary equipment. All equipment left on site during a survey and / or treatment period, including but not limited to bait boxes, monitoring equipment, etc, remains the property of HBC. If for any reason the PCO is unable to gain access to a property to retrieve such equipment, or the equipment is damaged, the replacement cost of the items will be charged to the owner or occupier or tenant of the relevant property.
3. Treatment is defined as at least a minimum of one visit where pesticides and / or pest monitoring equipment are used. It is also at the discretion of HBC or their representatives, whether or not further visits are required or are to be provided.
4. The prices charged for the various services are for the treatment of a specific pest. The number of visits applicable to each pest treatment type are laid down in the 'Pest Control Prices' Schedule.
5. For commercial premises, an estimate / quote will be provided free of charge by HBC. The extent of the pest problem and the size and accessibility of the property to be treated, will be factored into any estimate / quote provided. Any amendments to the treatment that are requested, or are required by HBC, will be charged according to the 'Pest Control Prices' Schedule.
6. HBC reserves the right to decline an invitation to estimate or quote for any requested pest control service, without further explanation. HBC is also under no obligation to accept a request for treatment.
7. HBC reserves the right to cease a treatment, where it is established that the customer is contributing to the pest problem and/or has neglected to act upon advice given by the Council Officers. In these circumstances no refund will be provided.
8. When a request for service is made, CS will take reasonable steps to offer you an appointment within 4 working days; this can vary however, dependent on staff availability and / or workload. Where an assessment is required prior to providing an estimate / quote, then the PCO will contact you within 2 working days to make an initial appointment.
9. All treatments are required to be paid for prior to the initial PCO visit. Where payment is required, the stipulated fee or quoted price, will need to be paid in full by means of debit / credit card, either telephonically or at HBC's offices Monday to Friday between 09:00 and 17:00, or by invoice for commercial customers. Cash payments can also be made at the Council offices between these times.
10. Cancellation of a treatment appointment, must be done within 24 hours of the booking being made in order to obtain a full refund of monies paid. Failure to cancel by the stated time, will result in an administration fee being charged of £10 for concession prices and £20 for full prices
11. Although we cannot offer specific time appointments, we can offer a visit to take place between 08:30 to 12:00 midday or 13:00 to 16:30, Monday to Friday. The morning or afternoon appointments are area and / or day specific. No visits will be arranged for Saturdays, Sundays or Public Holidays.
12. Where, in the opinion of the PCO once on site, we are unable to provide an effective treatment for the designated pest, HBC reserves the right to cancel the treatment and to provide a refund minus a £10 / £20.00 administration fee.
13. If, during the course of providing a pest treatment, the PCO feels that it is unsafe to continue for whatever reason, HBC reserves the right to cancel the treatment and to provide a refund minus a £10 / £20.00 administration fee.
14. The customer is responsible for ensuring that access is provided to all parts of their premises, which are necessary to be accessed on all visits, for the effective treatment of the relevant pest.
15. Treatment will only be provided where it is safe and practical to access all necessary parts of the premises, without the need to work from height or from ladders. Ladders will only be used to access loft spaces and only if it is safe to do so. If it is found to not be practicable to complete a treatment as a result of access issues, HBC reserves the right to cancel the treatment and to provide a refund less a £10 / £20.00 administration fee.
16. HBC is also a regulatory body. The service is provided on the condition that we may share public health and food safety information with the Council's regulatory services. By signing these Terms and Conditions, you irrevocably provide consent for this information to be shared with said services, and waive your rights under the Data Protection Act 1998. HBC reserves the right to cancel the treatment and refund any fees collected, subject to the deduction of an administration fee of £10 / £20.00, if it is believed a conflict of interest may arise.
17. The carrying out of some treatments will require that pesticides are used, and often left on site for a period of time, at the customer premises. The PCO will assess the risks to the customer, other inhabitants / visitors at the premises, domestic pets and other wildlife, during his visit and will carry out the required work in such a way that minimises any apparent risks. Any risks associated with the pesticides used on site, will also be communicated to the customer / responsible adult at the time of the initial treatment.
18. It is also imperative that the customer / responsible adult does not interfere in any way with any pesticides, or equipment housing such pesticides, left on site as part of the treatment. Such actions could result in the treatment being terminated at that point, without any refund of fees paid. It is also the customer's responsibility to ensure that any treatment related instructions given by the PCO, are carried out. HBC accepts no liability for any failures of the treatment as a result of the customer's conduct under this clause.
19. The PCO can undertake external revisit treatments at premises if accessible, without the customer / responsible adult being present, and by this clause such visits are agreed by the customer. However, the customer / responsible adult must be present during **all** indoor treatments and for **all** **initial** visits / treatments. The PCO will not carry out any work at the premises at an initial visit / treatment, unless the customer or a responsible adult (either one must be 18 years old or above), is on site.
20. If the PCO is unable to gain access at the initial visit or any agreed revisit thereafter, that visit will qualify as one of the visits that have been paid for, especially with regard to rodent and bedbug treatments. The PCO will leave a card stating that they have been to the property, and asking that someone makes contact with CS to rearrange. Contact details will be on this card. If the customer or a responsible adult cannot be on site for a scheduled visit, it is requested that CS is notified before 12:00 midday on the day before the visit.
21. Revisit appointments will be made with the customer at the initial visit and an appointment card left detailing the date and time of any future visits.
22. Where access for continuation of a treatment has been arranged and the customer is not present, then a calling card will be left indicating that a treatment visit has been undertaken.
23. If CS at HBC is notified that a treatment provided by the PCO was unsuccessful within four weeks of completion for rats / mice, three weeks for bedbugs, two weeks for fleas and within one week for wasps, the SPCO will review the circumstances and if necessary, repeat the treatment without an additional charge to the customer. Free re-treatment will not be provided, if in the opinion of the PCO and / or the SPCO, conditions at the customer's premises pose a significant risk of repeat infestations. For example, customers who keep domestic fowls, or have stables, will not be eligible. Similarly, customers who have failed to take reasonable measures to prevent re-infestation, will also not be eligible, even if in receipt of a qualifying benefit.
24. The PCO will offer advice on measures to assist with the prevention of re-infestation; the PCO will not offer any advice on how to self-treat.
25. The PCO will assess any factors that may contribute towards the pest infestation which may be within the control of the customer. In such cases, the customer will be verbally advised of what they can do to assist in the effectiveness of the treatment.
26. Where a rodent treatment has been undertaken the PCO will ensure that all unused rodenticide is, where practicable, removed from site on completion of the work.
27. If you are unhappy with the service you have been provided with, you are requested to contact CS in the first instance. The contact number is Tel: 02392 - 446017