

# Bath & North East Somerset Council Pest Control

## Terms & Conditions

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

### Cancellations

- Cancellation of appointments giving **at least one full working days' notice will not incur any charges**
- 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 **£47.00** 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 **£47.00** will be applied.

### Visit Issues and Complications

- 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 below to ensure you are able to contact us before this notice period elapses.
- **When an active infestation cannot be found or a treatment cannot legally be undertaken**, a refund will be made to the customer. **£47.00** will be deducted from this sum as an administration charge.
- If an appointment relating to Rats, Mice and/or Cockroaches cannot be carried out due to the following reasons, the appointment will still be considered as one of your scheduled visits:
  - 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 **£47.00** will be applied.
- 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 will be found.

- 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**.

#### Administration Charges

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.	<b>Full refund given</b>	<b>Full refund given</b>
Appointment is missed/cancelled by the customer when less than one full working days' notice is given.	<b>£47.00</b>	<b>£39.00</b>
No treatment is possible because on visiting, no active infestation was found.	<b>£47.00</b>	<b>£39.00</b>
Treatment has already begun, but the customer does not wish to continue with further visits.	<b>£0.00</b> <b>No refund given</b>	<b>£0.00</b> <b>No refund given</b>
No treatment is possible because the pest control officer cannot reach a wasp nest.	<b>£47.00</b>	<b>£39.00</b>

*Please be aware that charges are subject to change without prior notice.*

#### Opening Times

Please be aware that our opening hours are:

<b>Monday</b>	8:30 – 17:00
<b>Tuesday</b>	8:30 – 17:00
<b>Wednesday</b>	9:30 – 17:00
<b>Thursday</b>	8:30 – 17:00
<b>Friday</b>	8:30 – 17:00
<b>Saturday, Sunday</b>	Not open

If you wish to cancel or rearrange your visit, please bear these times in mind when contacting us.

#### Other Details

- 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**.
- Charges are made in the above circumstances to cover the cost of fuel, the pest control officer's time, administration time/effort required and other expenditures involved as part of booking.