

Terms and conditions

The following terms and conditions apply to the Pest Control online and phone booking service and should be read before requesting or accepting the services.

Council fees

1. Where an additional, unbooked pest control treatment is required (for example if the officer finds another pest which was not part of the initial request), the fee for the additional treatment will be payable at the time of the initial treatment visit.
2. The services, fees and charges are subject to change at any time.
3. By making payment you accept the service and agree to these terms and conditions.
4. If you provide incorrect information which means the incorrect fee is charged, any additional charge will be payable at the time of the initial treatment visit.

Appointments and access to property

5. If the Council needs to gain access to the customer's property in order to administer the services, you will ensure that someone is present at the property at the time of the appointment.
6. For health and safety reasons, in some cases the person present at the property must be over 16 years old.
7. No refund will be given if the Council can't gain entry to the property because the customer is absent at the appointment time.
8. If the Council can't administer the services because you have not followed the pre-visit instructions, no refund will be made. You will need to schedule a new appointment and pay the normal fee.

Cancellation / rescheduling of appointment

9. If you cancel an appointment and do not reschedule, no refund shall be given.
10. If you reschedule the appointment at least one working day before the appointment, the Council will not charge any further fee.

11. If the Council can't keep an appointment, we will contact you as soon as possible to offer an alternative. If the Council cancels an appointment and cannot offer an alternative time within three working days, the fee will be refunded within three working days.

12. If an appointment is missed because of events beyond the Council's control, the Council can't accept responsibility for any inconvenience or losses caused.

The services

13. The Council reserves the right not to administer the services at the property.

14. The Council does not accept any liability for loss, damage or injury to any domestic animals, birds, goods or equipment unless it was caused by negligence by the Council or its employees.

15. The Council must be notified in writing of any loss, damage or injury within five working days.

16. The treatment includes a maximum of four treatment visits. The Council cannot guarantee that a pest will be fully eradicated in every case.

17. Council operatives will not remove treated wasp nests.

18. Council operatives will only remove dead rodents where it is practicable for them to do so. The Council reserves the right to refuse collection.