

Winchester City Council Pest Control Service

Terms and Conditions

Abbreviations:

PCO: Pest Control Office

PCS: Pest Control Service

WCC: Winchester City Council

Assessments and treatments will be subject to charges and limitations as set out in the 'Pest Control Fees and Charges' Schedule. Treatment includes all materials and equipment used.

An Assessment will identify the nature, extent and possible causal factors of a infestation and therefore cost for the treatment. It will not offer any advice on how to self treat as such advice may be subject to separate issues of liability.

When a request for service is made the PCS will attempt to offer an appointment at the earliest available date. Where an assessment is required before we can provide a price then then contact will be made within 2 working days to make the initial appointment.

Payment is required to be made in full on the day of request. This can be paid by credit or debit card at the time. There is an option to pay by cash however a surcharge of £5 will be added to the fee where cash is paid.

All payments are non refundable. Refunds only apply where no visits have taken place and the appointment is cancelled with in 48 hours (2 working days) with no visits taken place this can be done by calling the office on the pest control number.

The office hours are from 7:30am to 3:30pm Monday to Friday, excluding Weekends and Bank holidays.

We can offer that a visit will be made between 8:30am – 4:30pm Monday to Thursday and 8:30am to 4:00pm on Friday.

If a PCO is unable to gain access on the initial visit or the agreed follow on visits, then a visit will count towards one of the visits that have been paid for. The PCO will leave a card stating that they have been to the property asking that someone makes contact with the PCS to rearrange. Contact details will be on the card.

Revisit appointments will be made with the customer at the initial visit and an appointment card will be left detailing the date of any future visits.

If the PCO cannot gain access due to the customer being absent the visit will count towards the fee paid.

Again the PCO will leave an attendance card informing the customer to contact the PCS to rearrange an appointment. Contact details are on the appointment card.

Where access for a continuation of a treatment has been arranged and a customer is not present then again a calling card will be left indicating that a treatment visit has been undertaken. The PCO will not be able to attend to site on the same day and arrangement for a visit will need to be made by contacting the PCS.

Whilst the PCO can undertake outside revisit treatments on land by agreement with the customer, the customer or their chosen delegate must be present during **all** indoor treatments and for all **initial** treatment.

Prior to the commencement of any treatment, the PCO will assess the risks to people or pets that may come into contact with the pesticide to be used. Baits in sensitive locations such as kitchens, schools premises, and nurseries will be laid in protective bait containers Which will be clearly marked and will be positioned so as to minimise the risk of interference by children, vulnerable persons or animals. Bait may be laid in open bait trays when located in limited access areas away from children and animals i.e. lofts and locked sheds. The PCO will assess the risk before he puts poison down.

Customers will be given the relevant health and safety information and handed a written information sheet detailing the type of pesticide used together with a safe procedure for disposing of dead rodents (if found) in order to minimise the risk of secondary poisoning of other animals.

Where a rodent treatment has been undertaken the PCO will ensure that all unused rodenticide is, where practicable, removed from the site on completion of the work.

The PCO will assess any factors that may contribute towards the pest infestation which may be within the control for the customer. In such cases the customer will be verbally advised of what they can do to assist in effectiveness of the treatment.

WCC is under no obligation to accept a request for treatment and reserves the right to cease treatment where the customer is found to be contributing to the problem and or neglects to act upon advice given by the Council Officers. In these circumstances no refund will be offered.

If you are unhappy with the service you have been provided with you should at first speak with the Pest control supervisor on 01962848596