**Winchester City Council**

**Pest Control Service**

**Terms and Conditions**

**Abbreviations:**

**PCO: Pest Control Officer**

**PCS: Pest Control Service**

**WCC: Winchester City Council**

Assessments and treatments will be subject to charges and limitations as set out in the ‘Pest Treatment Charges’ Schedule. Treatment includes all materials and equipment used, all equipment remains the property of WCC and will be recovered at the end of the treatment.

An assessment will identify the nature, extent and possible causal factors of an 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 contact will be made to make the initial appointment.

Payments are accepted by debit /credit card at the time of making a request.

Refunds can only be provided where no visits have taken place and the cancellation takes place at least 24 hours (1 working day) in advance of the first appointment, this can be done by calling the office on the pest control number on 01962 848594

The office hours are from 8:30am to 5pm Monday to Thursday 8.30am to 4.30pm Friday, excluding Weekends and Bank holidays.

Site visits take place between 8:30am – 4:30pm Monday to Thursday and 8:30am to 4:00pm on Friday. Due to the nature of the work we are unable to offer specific appointment times.

If a PCO is unable to gain access during an agreed visit through no fault of their own, for example the resident is not in or cannot provide access, then that initial failed visit will be rebooked. The PCO will leave a card stating that they have been to the property asking that someone makes contact with the PCS to rearrange the appointment. Any subsequent missed visits will incur a repeat visit fee as per the published Pest Control Fees.

Revisit appointments will be made in consultation with the customer during the initial visit or any subsequent revisits and an appointment card will be left detailing the date of any future visits.

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** treatments.

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, school 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 they put the 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, for example bird feeders or holes in walls. 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.

***All baits/equipment must be left exactly as placed by the PCO and must not be interfered with***, doing so may well invalidate the course of treatment and/or may pose serious public health issues for which we will not be responsible. Baits/equipment will only be placed after full consultation, but for any reason if there is an issue thereafter please call the PCO as soon as possible.

Pest control does not guarantee pest eradication, pests can and often do reinfest previous sites, especially if the issues causing the infestation have not been addressed in the interim by the property owner. As a result WCC cannot guarantee pest elimination in perpetuity, or provide a ‘free of pests’ guarantee period after the course of treatment has been completed. The PCO’s can only address the pests on site at the time of the treatment, which on their advice may involve extending the treatment period if they feel a standard course of treatment is insufficient to deal with the level of infestation found.

T & C 21st April 2023.