

## Pest Control terms and conditions

### **Please read the following carefully.**

If you do decide that you want Rother Council to arrange a pest control treatment, please note:

### **Terms & Conditions**

- The Pest Control service is **non-refundable** once a visit or treatment has been made.
- If you cancel within 14 days of booking, and no visit or treatment has been carried out you may request a full refund.
- Should you cancel your pest control request 14 days or more after booking, no refund will be made.
- Treatments will not be carried out without payment.
- We reserve the right not to carry out treatment. In these cases any fee that has been paid will be refunded.
- AM appointments – a pest control officer will attend between 9am and 1pm. An adult over 18 must be in your property to receive them.
- PM appointments - a pest control officer will attend between 12noon and 4.30pm. An adult over 18 must be in your property to receive them.
- You must provide proof of your benefit to qualify for a reduced rat treatment fee. If proof of benefit cannot be produced you may have to pay the full fee before treatment.
- If we cannot attend due to bad weather, staff sickness or travel problems and we cannot offer a suitable new appointment within ten working days or your original appointment, a full refund will be offered.
- If you wish to rearrange your appointment you must give us two days' notice.
- You must comply with any safety instructions given to you.
- Any appointment slot offered at booking is only provisional and is subject to change when booked with our pest control officers.

### **Payment methods**

- For our Pest Control service we require payment in advance of any treatment.
- Complete our online form at [www.rother.gov.uk/pest](http://www.rother.gov.uk/pest) to place an order and make payment.
- All major credit or debit cards are accepted - Visa, MasterCard, Maestro, Solo, Electron.
- We do not currently accept Amex or Diners Club.
- Please note: A 2% surcharge will be applied to all payments made with a credit card to cover the costs to the Council of processing this type of payment. No charge is applied to debit card payments.