Cumberland Council
Pest Control Full Terms and Conditions

Treatment is carried out subject to the following conditions. These explain the service we provide and what should be done to assist us to deliver our service effectively.

Our responsibilities

Cumberland Council ("the Council") will treat for rats, mice, wasps, ants, fleas, bed bugs and cockroaches at domestic premises. Current fees are available on our website cumberland.gov.uk.

The Council will offer a quotation for treatment of pests at commercial premises.

Before carrying out any treatment involving the use of pesticides the Council will conduct a risk assessment to determine the most appropriate method to use. A safety information document will be provided to you. The Council will provide general information onsite about the pesticides used at your premises and will provide additional information on request.

We do not offer a treatment service for bees, so it is important that you correctly identify the species of insect before booking (please refer to our online factsheets as a guide, cumberland.gov.uk. If a Council officer attends to treat for wasps but bees are identified, advice will be provided. No refund will be offered.

Council Pest Control officers will only remove treated wasp nests where it is reasonable to do so.

A Pest Control officer will only remove dead rodents where it is practicable for them to do so. The Council reserves the right to refuse removal.

Upon completion of the treatment the Council will remove any unused poison and our equipment whenever reasonably accessible, or will make arrangements to remove these items with you. The Council reserves the right to charge for any missing or damaged bait boxes, traps or similar equipment used as part of the treatment.

The Council will take all reasonable care when carrying out the treatment but will accept NO liability for loss, damage or injury to any domestic animals, birds, fish, goods or equipment unless it was caused by negligence by the Council or its employees.

Where it is suspected that an infestation is being caused by a defect in the building structure you will be advised and recommendations will be given where appropriate. Where pesticide treatment is not deemed appropriate you will be refunded the initial treatment service charge however, a call out fee will be charged.

Your responsibilities

You must ensure that a responsible adult is present at the property at the time of the appointment.

NOTE: Where **wasp** nests are externally accessible we may waive the necessity for a responsible adult to be present at the time of treatment. The location of the nest must be made clear at the time of booking.

It is your responsibility to make sure you identify the pest correctly. If you are unsure what species your pest is please refer to the pest control factsheets available on the Council's website detailed above. One of the Council's officers will identify the pest free of charge if brought to the Council offices. This must be arranged in advance to ensure the relevant officer will be available.

It is your responsibility to keep children, livestock and pets away from pesticides, baits, traps and poisons. Do not disturb or otherwise interfere with pesticides, baits, traps and poisons.

Advise us immediately of any interference with pesticides, baits, traps and poisons or where you suspect there is a risk to persons, animals or the environment from the Council's treatment.

To ensure the treatments are fully effective, we recommend you read the Cumberland Council additional information sheets linked to the pest type. These detail the service we provide and identify any preparation tasks that need to be undertaken before the Pest Control officer visits.

Fees / Cancellations / Rescheduling Appointments

By making a payment you agree to the service and you agree to these terms and conditions.

The services and charges are subject to change at any time, such change will be posted on the Council's website detailed above.

When an additional un-booked pest control treatment is required at the time the Pest Control officer treats the initial pest problem, a new appointment will need to be made with the correct fee. It is at the discretion of the officer whether additional treatments can be carried out during a visit, if this is possible then an invoice will be issued separately for any additional charges.

Refunds are only available for cancellations received at least one working day prior to the treatment date. If cancellations are received after this time the full amount will be retained by the Council. Cancellations must be made by contacting Customer Services on 0300 373 3730; or visiting the Customer Contact Centre (9am – 5pm Monday to Thursday and 9am – 4pm Friday) within the same specified time at Cumberland Council, Civic Centre, Carlisle, Cumbria, CA3 8QG.

If you wish to rearrange your booking, you must give us at least one working day's notice to avoid an additional fee being applied.

No refund will be given if the Council cannot carry out the treatment due to the customer or appointed person being absent at the time of the visit.

If the Council cannot keep an appointment, they will contact you as soon as possible to offer an alternative. If you are unable to make alternative arrangements, then a full refund will be given.

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

It is your responsibility that you have paid the correct fee for the work to be carried out. If the Pest Control officer attends the appointment and the information you supplied on booking is wrong, then the appropriate charge will be applied, for example:

- You are a business and have paid the residential rate;
- The wrong pest was identified by you and the cost of the treatment is more than you have already paid.