

## **Pest Control Charges - Terms and Conditions**

### **1. Appointments and access to property**

- 1.1 You will ensure someone is present at the property at the time of the appointment.
- 1.2 For health and safety reasons, the person present at the property must be at least 16 years old.
- 1.3 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 appointment.
- 1.4 If the Council are unable to complete the treatment 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 appropriate fee.
- 1.5 If an officer attends and is unable to complete the treatment due to inaccessibility, a 50% refund will be authorised as no treatment will be completed.
- 1.6 If an officer attends to a wasp appointment and the issue is bees, the officer attending will make a decision on whether the bees can be treated. If not, only advice can be given and a 50% refund will be authorised as no treatment will be completed.
- 1.7 If an officer attends a wasp appointment and there is more than one nest, you will be invoiced separately and a 50% charge per additional nest will apply.
- 1.8 Pest Officers will not remove treated wasps nests.
- 1.9 Pest Officers will only remove dead rodents where it is practicable for them to do so. The Council reserves the right to refuse removal.
- 1.10 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.

### **2. Council Fees**

- 2.1 By making payment you accept the service and agree to these terms and conditions.
- 2.2 The services and charges are subject to change at any time.
- 2.3 When an additional, unbooked pest control treatment is required at the time the officer treats the initial pest problem, a new appointment will need to be made with the correct fee.
- 2.4 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.

### **3. Cancellations/Rescheduling appointments**

- 3.1 If you no longer require an appointment you must inform Contact Warrington on 01925 443322 by 12pm, the day before the scheduled appointment to receive a full refund. You can also make a

personal visit by the same specified time to Contact Warrington 26-30 Horsemarket Street, Warrington, WA1 1XL. We do not accept cancellations via email.

3.2 If you reschedule an appointment at least 24 hours beforehand there will be no additional fee.

3.3 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.

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

#### 4. Refund Procedure

Payment Method	Refund Method	Refund Time (after refund approved)
Credit Card/Debit Card	The refund will be credited to the card you paid on. The refund will be automatically actioned by us as part of the order cancellation process, you do not need to be present for this. If you have supplied us with an email address we will send you confirmation of the refund when completed. The refund may take 3-5 days to show on your account, this timescale is subject to your banks processing time.	2-3 Business Days
Cash	Please visit Contact Warrington, 26 - 30 Horsemarket Street, in person to collect your cash refund - Open Monday to Friday 9am to 5pm (4pm on Tuesdays)  You must bring with you proof of identity are i.e. passport, driving licence, bank card and proof of your address i.e. utility bill.  If you want someone else to collect it on your behalf they will need to bring your personal and address id documents with them as well as their own personal and address id. You must also provide them with a signed written declaration that you give them permission to collect the refund for you.	At time of visit

#### 4.1 My Payment Card has changed/expired. How will I receive my refund?

4.1 Warrington Borough Council is required to process all refunds to the original payment method applied when you placed your order. This is the case even if the payment card used has now expired, or your account has been closed or cancelled.

Normally, in this case a refund will automatically be processed to the same account. If you have another payment card with the same issuing bank, they can typically apply the refund to your new card. If you no longer have a credit card with that bank, as an alternative they may be able to issue your refund by cheque.

## **5. Privacy**

5.1 We will treat all your Personal Information as confidential. We will keep it on a secure server and we will fully comply with all applicable UK Data Protection and consumer legislation from time to time in force.

5.2 We will not share your Personal Information with any third party. However we may share your information with other departments within Warrington Borough Council.