



Charges for Pest Control Services

1st April 2020 – 31st March 2021

<u>PEST CONTROL SERVICE</u>	Advance Payment	Invoice Payment
ADVICE ONLY		
Telephone Advice	£ 10.00	Not Available
Advice Visit (no treatment)	£ 48.00	£ 68.00
TREATMENT SERVICES		
Rats (domestic properties) (per property, up to four visits) (<i>further charges apply for additional visits</i>)	£ 48.00	£ 68.00
Mice (domestic properties) (up to three visits) (<i>further charges apply for additional visits</i>)	£ 48.00	£ 68.00
Wasps, Ants, Fleas, Bees	£ 75.00	£ 95.00
Bed Bugs and Cockroaches	£ 100.00	£ 120.00
3 for 2 insect discount scheme for any combination of three wasp, flea, ant or bee treatments within a 12 month period	£ 150.00	£ 170.00
Squirrel Control – per four visits	£ 120.00	£ 140.00
Mole / Rabbit control per treatment course maximum 3 visits	£ 180.00	£ 200.00
Bird Control, Other Commercial Services including Enforcement 'Works in Default' treatment costs - first hour (Minimum Charge) - per 1/4 additional hour	Not Available Not Available	£ 100.00 £ 25.00
Refunds where no visit made / telephone advice not provided where visit made, but no treatment carried out where telephone advice provided without visit	Refund sum paid Refund sum paid less £48 Refund sum paid less £10	Not Applicable Not Applicable Not Applicable

Cancellation & Refund Policy

You can cancel your pest control request at any time, but you must pay for the value of the service that has been provided up to the point you cancel.

Call 01782 717717 or email customerservices@newcastle-staffs.gov.uk to cancel.

Full terms are on our website www.newcastle-staffs.gov.uk/pestcontrol

VAT The above charges include VAT at 20%

Invoice Payment Charges

If you cannot pay when you make your request or need us to send you an invoice, we make an additional charge of £20 to cover our extra administration.

If you have received an invoice, with a reference number starting N202xxxxx it is important to you follow the payment instructions on the invoice so that we can correctly match your payment to the invoice.