



Terms and Conditions

Our standard Terms and Conditions of sale

Pricing – Average house sizes based on number of bedrooms are used when we quote over the phone or email.

Prestige Pest Management reserves the right to amend quotations based on the size of the property upon inspection or survey or should the customer's requirements change. In high levels of infestation where our standard service may not be the most appropriate treatment we will advise and recommend the best service and the cost of doing this. As a customer you are within your right to decline an upgraded service but you will be charged should you choose to cancel the agreed service arrangement. For further details please refer to the services page at our web site or call the office landline.

Access – The customer must give Prestige Pest Management and their representatives access at the time and date agreed and prepare the property as described when booking the service. If keys are provided they must open and close all locks without any special efforts or skills. Failure to give us access will result in a cancellation/reschedule fee of £60 for a 1 man team or £100 for a 2 man team (depending on treatment type).

Prestige Pest Management cannot be held responsible for triggering any alarm systems. The customer must provide adequate information on disabling and resetting alarms and locks on the premises. Customers are required to aid the technician in finding parking if necessary. Permits must be provided to the visiting representative if applicable, all parking costs/toll charges will be added to the bill and borne by the customer.

Parking & toll charges – PLEASE NOTE: If parking is not provided by the customer, parking costs will be added to the bill. Any toll/ congestion charges will also be added to the bill.

Payment – Prestige Pest Management accepts the following types of payment invoice- bank transfer only.

Cancellation & Deposit Policy – Deposits are **NON-REFUNDABLE**. All cancellations incur a charge of 50% of the treatment price. Making an appointment over the phone or by email is a binding contract between the customer and Prestige Pest Management, in order to cancel you must do so by either email or over the phone with more than 24 hours' notice. Last minute phone calls or emails will not be accepted and cancellation fee of the full amount of the job will apply.

Please note our current minimum call out charge is £60 if we arrive and you do not require our services, this includes if the problem is not a pest or it has been wrongly identified, this call out charge of £60 is payable.

If we arrive and you do not require our services, this includes if the problem is not a pest or it has been wrongly identified, this call out charge is payable. We understand that at the last minute things can change and you may not be able to make the appointment, so we are happy to waive the cancellation charge providing the job is re-booked within 7 days (please note: this does not apply for free of charge follow-up visits. You will be charged cancellation for follow-up visits if we are notified of cancellation later than 24 hours before the booking).

These terms and conditions are binding and Prestige Pest Management will invoice cancellation fees if necessary. Failure to pay cancellation fees within 7 days will mean the debt will be passed to our debt recovery specialists, in this case, the third party recovery agents exercise the right to also recover their costs which will increase the charge significantly.

Cancellation fees apply to the following:

No show by customer at visit date/time of technician.

Non-compliance with the preparation list as supplied by Prestige Pest Management.

Customer cancellation.

Emergency jobs must be pre-paid in full or part paid if agreed. The full payment acts as a deposit and the full fee is therefore NON-REFUNDABLE in any case. (Note: Unless for unforeseen circumstances we are at fault for not attending on the allocated day).

Claims – Once a treatment has been carried out there are no grounds for a refund. Prestige Pest Management carry out treatments at the customer request. Treatments cannot be ‘un-done’ without significant cost (often more than the treatment itself).

If a customer has a problem with any of the work Prestige Pest Management undertake they are politely asked to voice all concerns in an email to – prestigepest.danny@gmail.com. Our policy is to respond within 7 working days.

If necessary we will investigate all claims and complaints in order to present the best possible rectification. Any damage caused by us will be paid for ONLY if contractors/ materials are ordered through or accepted by Prestige Pest Management PRIOR to rectification works. Anything beyond the above will be done through our insurance.

Treatment – Treatment terms and conditions are provided with the job report (usually emailed). If this is not the case you can request a copy from the office by either calling 07824398625 or emailing prestigepest.danny@gmail.com.