

Charges for Pest Control Visits to Domestic (Non-Commercial) Premises
Applicable: 1 April 2025 – 31 March 2026

Pest Type	Applicable Charges (See terms and conditions)	Summary Of What We Offer
Rats and Mice	<p>Treatment: £101.00 (incl. VAT) for 3 visits in most cases (up to 4 visits only where required)</p> <p>This service will be provided free of charge to people exempt from Council Tax or in receipt of Council Tax support.</p> <p>Advice visit: £41.80 (incl. VAT)</p>	<p>This charge is for a course of treatment of up to 4 visits within a period of up to 35 days. Additional treatment, if required, will incur a further charge.</p> <p>A single visit to give advice.</p>
Wasps / hornets nests (excludes Asian Hornets)	<p>Treatment: £70.70 (incl. VAT)</p> <p>Extra nest: £33.50 (incl. VAT) for each additional nest treated on the same premises during the same visit</p>	<p>A visit will be made to treat the nest using an insecticide.</p> <p>No charge will be made for a single retreatment if the need for a retreatment is identified within 2 weeks of the initial treatment.</p>
Bedbugs	<p>Treatment for homes with up to 3 bedrooms: £147.00 (incl. VAT) *Discounted rate: £36.75</p> <p>Treatment for homes with 4 bedrooms: £160.00 (incl. VAT) *Discounted rate: £40.00</p> <p>Treatment for homes with 5 bedrooms: £175.00 (incl. VAT) *Discounted rate: £43.75</p> <p>Treatment for homes with more than 5 bedrooms: £175.00 + £14.20 (incl. VAT) for each additional bedroom above five *Discounted rate: £43.75 + £3.55 per additional bedroom</p> <p>*A 75% discount to the above charges will apply to households exempt from Council Tax or in receipt of Council Tax support</p>	<p>These charges are for a treatment visit using an insecticide.</p> <p>No charge will be made for a single retreatment if the need for a retreatment is identified within 2 weeks of the initial treatment.</p>
Fleas	<p>Treatment for homes with up to 3 bedrooms: £84.00 (incl. VAT)</p> <p>Treatment for homes with 4 bedrooms: £97.30 (incl. VAT)</p> <p>Treatment for homes with 5 bedrooms: £110.00 (incl. VAT)</p> <p>Treatment for homes with more than 5 bedrooms: £110.00 + £12.30 (incl. VAT) for each additional bedroom</p>	<p>A single visit will be made to treat any infestation of fleas using an insecticide.</p> <p>No charge will be made for a single retreatment if the need for a retreatment is identified within 2 weeks of the initial treatment.</p>
Carpet Moths and Carpet Beetles	<p>£84.00 (incl. VAT) minimum charge up to one hour</p> <p>Additional £8.00 per unit of 15-mins, or part of, if the time spent on site exceeds one hour</p>	<p>A single visit of up to one hour of treatment on the premises.</p>

Terms and Conditions

1. **Fees & Charges Scheme** - All charges are in accordance with the Council's fees and charges scheme which is updated annually and published on the Council's website at: <https://www.testvalley.gov.uk/business/licensingandregulation/licensing/adviceinformation/schedule-fees-charges>.
2. **VAT and Advance Payments** - All pest control services offered are subject to VAT and, where charges apply, must be paid in advance of the service being provided using an approved payment method.
3. **Response Times** - The Council aims to respond to requests for pest control services within 3 working days for wasps and rodent treatments and 5 working days for other insect treatments. However, the response time may vary according to the season and any staff absence; please ask for current estimated response times before booking.
4. **Domestic Premises Limitation** - Pest control services are offered in respect of premises within the borough of Test Valley only. The above domestic charges relate only to customers living in a residential dwelling that is not used for commercial or business activities. Tenants of rented residential dwellings who are responsible for pest control issues within the dwelling that they occupy will be eligible for the domestic charges. Commercial charges will instead apply to operators of residential institutions such as care homes and guest houses.
5. **Number of Visits Limitation for Rodent Treatments** - The treatment charge for rats and mice treatments relates to a single course of treatment of up to 3 visits within a period of up to 35 days. The Pest Control Officer may, at their discretion, extend the number of visits within the 35-day period by one visit without further charge. This will be done in exceptional circumstances if deemed appropriate to conclude a course of treatment. Additional treatment, if required, will incur a further charge of the same amount. If after payment and undertaking the first treatment visit the appointed pest control officer considers that no treatment is necessary or advised, £41.80 (advice visit charge) only will be payable and the customer will be reimbursed £59.20 for the difference between the £101.00 already paid and the advice visit charge.
6. **Equipment & Materials Used** - For surveys and treatments, bait boxes, monitoring equipment, and various products and materials (including traps, rodenticides and insecticides), may be left on site for monitoring and/or treatment purposes. Such items, including any residual or waste products, remain the property of Test Valley Borough Council and will be collected by a Council appointed Pest Control Officer during the course of the survey / treatment or upon its completion. Access by the customer to allow collection is required.
7. **Regulated Products** - The use of pest control products is regulated by law for purposes of protecting the safety of people, pets and non-pest wildlife. It is vitally important, and a condition of treatment, that the customer does not interfere with, move or otherwise disturb equipment, materials and products left at the property for monitoring and treatment purposes and further abides by any safety instructions provided by the Pest Control Officer for the safety of the customer and others. Any interference with, or abuse of, pest control equipment, materials or products, thereby placing people, pets or non-pest wildlife at risk, may lead to termination of the treatment without refund for the visits undertaken. The Council accepts no liability for any harm caused or failures of the treatment as a result of any such interference with, or abuse of, pest control equipment, materials and products.
8. **Risk Assessment** - Prior to commencement of any treatment, the Pest Control Officer will assess the risks to people, pets and non-pest wildlife that may come into contact with pesticides used. In areas considered sensitive, baits will be laid in protective bait containers which will be marked as appropriate and positioned so as to minimise the risk of interference by children, vulnerable persons and animals. Where any safety precautions are required to be taken by the customer then this will be communicated to the customer, or responsible adult present, at the time of the treatment.
9. **Safe Access Requirement** - The customer is responsible for ensuring that safe access is provided to all necessary parts of the premises being surveyed or treated. The presence of the customer, or a nominated responsible adult in their place, is generally required to

facilitate access to such areas but arrangements may in some cases be made with the customer for access without the customer necessarily being present.

10. **Safeguarding** - A responsible adult (over the age of 18 years old) is required to be present during the treatment if there are any children (under 18 years old) in the property.
11. **Treatment Safety** - Where in the opinion of the Pest Control Officer it is not possible to provide a safe and/or effective pest control treatment, for example because the point requiring treatment cannot safely be accessed, or the treatment may pose a significant risk to people, pets and non-pest wildlife, then the Council reserves the right to cancel the treatment. In such circumstances a full refund of the charge will be provided. If a visit is made and the treatment does not proceed for any other reason, for example where a bee hive has been mistaken by the customer for a wasps nest, then the lower advice visit charge of £41.80 only is payable, and difference between that amount and the charge actually paid (if higher) will be refunded.
12. **Room Preparation for Certain Insect Treatments** - In the case of treatments for bed bugs and some other insects, some preparation of the rooms being treated is necessary to maximise effectiveness of the treatment. It is a condition of treatment that the customer agrees to any room preparation steps that are advised by the appointed pest control officer. The Council reserves the right to cancel a course of treatment if it is discovered upon visiting that it is not possible to proceed with a treatment due to specified steps not being carried out by the customer. In such circumstances, an advice visit fee of £41.80 will be payable, and if at that point the customer does not wish to proceed with the treatment at a later date then the difference between £41.80 and the charge actually paid (if higher) will be refunded to the customer.
13. **Customer Cancellation** - If a pest control service visit is cancelled by the customer at least one working day in advance of an agreed appointment, then a full refund will be provided to the customer. Where a visit takes place due to lack of notice, a visit fee of £41.80 will be payable (except where the service was provided free of charge), and the difference between £41.80 and the charge actually paid (if higher) will be refunded to the customer.
14. **Time of Treatments** - Treatments can usually be undertaken only between 8.30am – 4.30pm on weekdays, excluding public holidays.
15. **Use of Contractors** - The Council reserves the right to use a contractor for the provision of pest control services offered by the Council, in particular where necessary to keep response times to a minimum.
16. **Withdrawal of Treatments** - The Council reserves the right to withdraw, cease or cancel any treatment offered for any reason. Where a service is cancelled by the Council after payment, a full refund will be provided, except in circumstances specified in these terms and conditions.
17. **Treatment Effectiveness** - Whilst reasonable endeavours are made to ensure the success of all pest treatments, the full eradication of some pest problems, such as bed bugs and outdoor rat infestations, cannot be guaranteed. Prices are set on that basis. Customers are advised to abide by advice given to them in respect of measures that can be taken to help ensure effectiveness of any treatment provided and action to minimise the likelihood of further pest problems occurring. If the Council is notified within two weeks of a wasp treatment or other insect treatment that a treatment provided by the Council was unsuccessful, a revisit will be offered to re-treat without further charge. No more than one revisit will be made. Free re-treatment may not be provided if, in the opinion of the Pest Control Officer, the customer has unreasonably failed to abide by advice given to ensure the effectiveness of the treatment and/or failed to take appropriate steps to prevent re-infestation.