

Charges for Pest Control Visits to Commercial Premises
Applicable: 1 April 2026 – 31 March 2027

Pest Type	Applicable Charges (See terms and conditions)	Summary Of What We Offer
Rats and Mice	Advice visit: £71.50 plus VAT (i.e. £85.80 incl. VAT) if paid in advance Treatment: £222.00 plus VAT (i.e. £266.40 incl. VAT) for 3 visits and up to 5 bait points Extra check / treatment visit if required: £71.50 plus VAT (i.e. £85.80 incl. VAT)	The advice visit is based upon up to 45 minutes on site. If not paid in advance but by invoice instead then an invoice fee of £12 excl. VAT (i.e. £14.40 incl. VAT) is payable on completion of the visit. A treatment for rodents of up to 3 visits of up to an hour and 5 bait stations (sufficient for most small and medium sized premises). Payment may be made by invoice, for which no additional charge is payable. Additional bait points in excess of 5 (likely applicable to large sites only) are payable at £6.40 plus VAT per bait point per visit. If required, additional check / treatment visits (up to 45 minutes on site) are payable at £71.50 plus VAT per visit. Visits requiring additional time beyond 45 mins are payable at £14.80 plus VAT per 15-minute unit, or part of. In all cases, a summary report will be provided upon completion of each visit.
Wasps / hornets nests	£82.00 plus VAT (i.e. £98.40 incl. VAT) if paid in advance Extra nest: £40.00 plus VAT (i.e. £48.00 incl. VAT)	A single visit will be made to treat the nest using an approved insecticide. This additional charge will apply for each extra nest treated on the same premises at the same time only if If not paid in advance but by invoice instead then an invoice fee of £12 excl. VAT (i.e. £14.40 incl. VAT) is payable on completion of the treatment. A summary report will be provided upon completion of the treatment.
Bed bugs	Initial survey / treatment visit (one officer up to 1 hour on site): £117.00 plus VAT (i.e. £140.40 incl. VAT) Extra treatment visits as required (one officer up to 1 hour on site): £91.30 plus VAT per visit (i.e. £109.56 incl. VAT)	An initial survey visit will be undertaken to check for the presence, give advice and commence treatment (if time permits). Additional time on site beyond 1 hour will be chargeable at £14.80 plus VAT per 15-minute unit, or part of, per pest control officer treating. Bed bug treatments typically require at least two treatment visits, often more. The success of treatment cannot be guaranteed. Two pest control officers are often required where the movement of heavy furniture / furnishings is necessary.

		An invoice charge of £12.00 plus VAT (i.e. £14.40 incl. VAT) is payable on completion of the series of survey / treatment visits. A summary report will be provided following completion of each visit.
Fleas and other insects	Treatment: £117.00 plus VAT (i.e. £140.40 incl. VAT) if paid in advance Advice visit: £71.50 plus VAT (i.e. £85.80 incl. VAT) if paid in advance	This treatment charge is based upon a visit of up to one hour. For treatments that cannot be conducted in less than one hour, there will be an additional charge of £14.40 plus VAT per 15-minute unit, or part of, per pest control officer treating. This is based upon a maximum of 45 minutes on site. If not paid in advance but by invoice instead then an invoice fee of £12 excl. VAT (i.e. £14.40 incl. VAT) is payable on completion of the visit. A summary report will be provided following completion of each visit.

Terms and Conditions

1. **Fees and 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 Invoicing** - All pest control services offered are subject to VAT. Charges may be paid by invoice, in which case an additional invoice fee will apply where specified.
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. **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.
5. **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.
6. **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.

7. **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 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.
8. **Treatment Safety / Effectiveness** - 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, no charge will be levied and if paid in advance then a full refund of the charge will be provided. If a visit is made and the treatment does not proceed due to failure of the customer to provide safe access, then the applicable advice visit charge (£71.50 plus VAT) will be payable for that visit.
9. **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, the lower charge of (£71.50 plus VAT) only will be payable for that visit.
10. **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 of cancellation then a visit fee of £71.50 plus VAT will be payable.
11. **Time of Treatments** - Treatments can usually be undertaken only between 8.30am – 4.30pm on weekdays, excluding public holidays.
12. **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.
13. **Withdrawal of Treatments** - The Council reserves the right to 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.
14. **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 bug treatments and outdoor rat infestations, cannot be guaranteed. 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 that a wasp treatment was unsuccessful, a revisit will be offered to re-treat without further charge.
15. **Regulatory Role** - The Council is also a regulatory body. Pest control services are provided on the condition that information obtained during the undertaking of pest control services may be shared with relevant enforcing agencies for purposes of law enforcement where appropriate.