

Terms & Conditions – Important Information About Your Pest Management Program

Health & Safety

- Please advise us of any pets, allergies, sensitivities, or other health concerns before treatment.
- Anyone with allergies or heightened sensitivity should remain away from the premises for 24 hours and only return once the area has been fully ventilated.
- All people, pets, birds, and fish must be removed or protected during treatment.
- Cover all food items and utensils.
- Avoid contact with treated surfaces until products have dried.
- Follow any verbal instructions provided by our licensed technician.
- Ensure the premises are well-ventilated after treatment. Air-conditioners should be set to *vent mode* for at least four hours after treatment or re-entry.
- **Water tanks:** We cannot treat around unsealed tanks or water collection areas. Please advise us of any tank installations.

Payment Terms & Free Service Period

- If structural or environmental conditions prevent us from completing parts of the program, the Free Service Period or pricing may need to be reviewed.
- Unless otherwise agreed in writing, full payment is due at commencement of the initial treatment.
- Any Free Service Period becomes void if payments are not made within standard terms.
- Where a Free Service Period applies, we will provide any required remedial treatments at no cost, provided you notify us of pest activity promptly.
- No responsibility or warranty is accepted for damage or losses caused by past, current, or future pest activity.
- Treatments apply only to the pest species listed on your Pest Management Proposal.

Treatment Details & Control Agents

- Only APVMA-approved and state-registered products will be used.
- While all care is taken, we are not liable for staining of timbers, fabrics, wall or floor coverings, or other items.
- **Drilling/Cutting:** We accept no liability for damage to concealed services (power, gas, water, etc.). You indemnify us against any resulting costs. Accurate plans should be provided before work begins.
- The program may be ineffective if recommended hygiene measures are not followed, if building alterations are made, or if infested/conductive materials are introduced.

Termites & Timber Pests

- This program does **not** include termite or timber pest treatment or inspection.
- We strongly recommend termite inspections at least every 12 months — ideally every 3–6 months — in line with Australian Standards AS 3660 and AS 4349.3.

- Termite/timber pest inspections can be arranged upon request.

Liability to Third Parties

- Compensation is only payable to the client named on the Pest Management Proposal & Advice Notice.
- Any third party relying on this document does so entirely at their own risk.