

# INTERIOR AND EXTERIOR TREATMENT GUIDE

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**Time of Service** is an estimate and is not guaranteed. You will receive an estimated time slot of 08:00 a.m. to 12:00 p.m. or 12:00 p.m. to 4:00 p.m. Service arrival times may run outside of these time slots. You will receive an automated email two days prior to your service date with an estimated time slot. We will attempt to book you based on your morning or afternoon preference; however, this is not guaranteed as the technician's route will depend on his various service locations that day.

To **cancel** or **reschedule** your service, please give us at least 48 hours notice to avoid a cancellation fee. Cancellations within 48-hours of your appointment will result in a **\$95+ Service Call Fee**.

If you have booked an **Interior Treatment**, please note the following:

- No one, including pets, is permitted inside the home or cottage during the service, and it is recommended that no one reenter the property for the four hours following the service.
- If able, please pull beds, dressers, shelving, etc. away from the wall.

If you have booked an **Exterior Treatment** or are registered for the **Exterior Pest Program** please note the following:

- All pet toys, wildlife feeders, bird baths must be covered or brought inside.
- All windows must be closed.
- All air conditioning units must be switched off.
- Please tilt or turn patio furniture upside down if you like the technician to spray underneath (common problem area).

All **prices** provided prior to service are a quote, and can vary due to square footage, dense shrubbery, distance. Please give as much detail when requesting a quote, so we can provide the most accurate estimate. Price will be confirmed once your technician has inspected your property. We accept **payment** by credit card, e-transfer, cash and cheque. Payment can be accepted following service.

Our **30-Day Pest Free Guarantee** applies to all Interior and Exterior treatments. If you notice your pest problem continues, please contact us within 30 days of service and we will return to retreat your home and further inspect.

**Inclement weather** may result in your service being rescheduled last minute. Since rain can reduce the effectiveness of the treatment, we will reschedule appointments if there is expected heavy rainfall. We will do our best to reschedule as soon as we know; however, you may not be contacted until the day of service.

All our technicians are working to prevent the spread of **COVID-19**. If you are experiencing symptoms of COVID-19, have tested positive for COVID-19, or have been in contact with someone with COVID-19, please contact us and let us know as soon as possible, so we can reschedule your appointment.

