



Important Information About Your Pest Management Program

Thank you for choosing Critical Care Pest Management for your pest control needs.

You and your family can remain in the home while we carry out our service; although we recommend that if you are having an internal flea treatment that you do vacate the house for a few hours as we will be treating the floors throughout.

In order to provide you with the best possible service please go through this check list prior to our arrival:

1. Inform your technician of people and animals in the house or on the property. You must remove or protect any people, animals, birds or fish during the treatment period.
2. Inform your technician of any health issues. Any persons who are particularly sensitive, or who suffer from allergic reactions, should, as a matter of precaution, remain out of the premises for a period of 24 hours and not return until after the premises have been fully ventilated.
3. Close windows and doors.
4. Remove all clothes, shoes, toys, animal toys, equipment, food and water bowls and other like items and store inside until treatment is complete. You must cover all food items and all food utensils. If in doubt please ask your technician. BBQs are fine as they will be treated, but please ensure utensils are removed.
5. Empty the dishwasher as they are nice hidey holes for cockroaches.
6. Pick up all loose items off the floor – very important if you are having a flea treatment.
7. For flea treatments please vacuum throughout the house, and empty the machine in to a plastic and seal and place in main garbage bin. If it is a bag we recommend that it be replaced. If an exterior treatment is too done please mow the lawn.
8. Kitchen cupboards need not be emptied, however if there is an infestation of german cockroaches, then we request that the cupboards be empty.
9. Cover fish tanks and turn off the filter and at least ½ hour after treatment.
10. Pets can remain and your technician will direct you as the service is carried out.
11. Please ensure that the roof access point is clear and safe for access.
12. Service periods are subject to inspections and recommendations and are not valid until full payment has been received.
13. If you have any questions please contact us or speak to your technician upon arrival as a site inspection may provide a better answer.
14. You must observe any verbal advice provided by our firm or our licensed operator at the time of treatment.
15. You must ensure your premises are properly ventilated after treatment. Leave any air-conditioners on 'vent mode' (so they circulate outside air into the building) for a period of at least four hours after the treatment or after re-occupying
16. **Water Tanks:** No treatment can be carried out around water tanks not fully sealed or to water collection areas. You must advise us of water tanks installations.
17. Please refer to the terms and conditions attached.

Thank you for inviting us in to your home and your home thanks you.

Mark Reardon and your technician

"The difference is we care"

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Payment Terms and Details of FREE Service Period

1. If during the course of the program it is found that structural or environmental conditions prevent us performing any sections of the Management Program then the FREE Service Period or the cost of your investment may have to be reviewed.
2. Unless specific written arrangements have been provided the full contract price shall be due and payable and recoverable by this Firm on commencement of the initial treatment.
3. Any FREE Service Period shall be null and void unless all monies due and payable to this Firm have been paid in full within the standard terms of business above.
4. Where a FREE Service Period has been provided then, upon notification by you, we agree to provide you with any remedial treatment(s) as may be required to the nominated property, AT NO COST TO YOU. Any FREE Service Period is conditional upon you notifying us of signs of pest infestation.
5. **No responsibility is accepted, or warranty implied, for any damage or consequential losses that may occur as the result of past, current or future pest activity.**
6. The proposed treatment only applies to the pest species named overleaf on this Pest Management Proposal. The program does not provide protection against any other pest/s.

Treatment Details and Control Agents

7. Only control agents approved by the Department of Primary Industry and Energy's Australian Pesticides & Veterinary Medicines Authority (APVMA) and registered for use by the relevant State or Territory Registration Authority will be used.
8. While every care will be taken, this firm will not be held liable should staining of timbers, fabrics, wall coverings, floor coverings or any other articles occur.
9. WARNING. Where drilling and or cutting is required; no liability is accepted should damage result to concealed services such as power, gas, water, etc. You indemnify Us against any costs that may arise from such possible damages. Clear and accurate plans should be provided by you before we commence.
10. You accept that this pest management program can be rendered ineffective if you fail to implement our recommended hygiene procedures, by making building alterations, or by the introduction of conducive or infested materials.

Termites and Other Timber Pests

11. This program does not cover treatment for, or inspection for, termites (white ants) or any other timber pests.
12. **We strongly recommend that you should arrange to have your property inspected for termites at least once every twelve (12) months and preferably every three (3) to six (6) months as recommended in the Australian Standards AS 3660 *Protection of buildings from subterranean termites* and AS 4349.3 *Inspection of buildings - Timber pest inspections*. A termite or timber pest inspection can be arranged upon request and is recommended.**

Disclaimer Of Liability To Third Parties

13. Compensation will only be payable for loses arising in contract or tort sustained by the client named on the front of this Pest Management Treatment Proposal & Advice Notice. Any third party acting or relying on this Pest Management Treatment Proposal & Advice Notice, in whole or in part, does do so entirely at their own risk.