

Muskoka Pest Control

157 Medora St., Port Carling, ON. P0B 1J0
www.muskokapestcontrol.com 
(705) 765-5199

Expert Service ~ Expert Advice ~ Retail Products

**It's That
Time Of
Year
Again!**



Don't let pests eat you out of house and home

Important Information about your upcoming Flea Service

Thank you for choosing Muskoka Pest Control. It is our hope to provide you with the best service and results possible.

Please review the following information regarding your upcoming service. This is general information only. There may be additional specific instructions regarding your service given to you at the time of booking or by the technician during or after your service.

Muskoka Pest Control uses an electronic system for reporting and invoicing. All correspondence including invoices, reports, receipts and service information will be sent automatically via email to the email address we have been given on file. Please add the domain MuskokaPestControl.com to your safe senders list so you will receive your information correctly and our emails do not get blocked or end up in your spam folder.

Please do not hesitate to contact us if you have further questions or concerns.

Improper preparation can affect the efficacy of the treatment. Additional charges may apply to warranty treatments if the area was NOT properly prepared for the initial treatment. Be prepared to vacate the premises during treatment and for a minimum of four (4) hours afterward.

Pre-treatment checklist

- Vacuum or shampoo your carpet and furniture, including under and in the furniture.
- Discard vacuum cleaner bag and discard or wash pet bedding in warm to hot soapy water.
- Sweep and mop floors, especially under beds, closets and baseboards. Wipe areas of pet activity with warm to hot soapy water. Flea eggs can slip off pets in any area, high or low, that the pet can go
- Cover your aquariums and unplug the air pumps. We are not responsible for your fish.
- Remove your pets' food and water containers as well as litter boxes.
- Remove/ pick up all toys and items off floor. This includes picking up items from floors inside closets and under beds. Remove pet dishes and food.
- Treat pets on the day of service if possible. We recommend using a veterinarian, "or" an Animal Hospital.

Muskoka Pest Control is fully licensed and insured and a member of the Structural Pest Management Association of Ontario



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- Keep children and pets off treated areas until the treatment has dried. This will take approximately 4-5 hours, sometimes less.
- Ventilate your house prior to occupancy.
- Adult fleas may be observed after the treatment. The elimination of the fleas should not be expected for up to 21 days due to the incubation period and (activity) of the fleas.
- Vacuum lightly for 14 days. Ordinary vacuums cannot pick up the chemicals we use but can pick up adult fleas still hopping around.
- Fleas can re-infest your home from the vacuum cleaner. Dispose of vacuum cleaner bag in a trash container outside your home, close tightly. If using a vacuum with a re-usable bag, empty contents into container outside your home, close tightly, and discard. Wash reusable bag in hot water.
- **Please allow 21 days for the treatment to reach its maximum effectiveness.**

After Service

- Remain out of home until insecticide has dried thoroughly (A minimum of four (4) hours) It is essential to allow this time and ensure that the home is completely aired out before allowing sensitive individuals, such as small children, or vulnerable pets back into the home.
- To give the treatment time to work, do not clean carpet or floors for at least two weeks after treatment.

Cancellation Policy

We do our best to accommodate customer scheduling requests however geography and travel time make it extremely difficult to last minute reschedule/cancel. We require a minimum of 48 hours' notice to reschedule or cancel a confirmed appointment.

We respectfully ask that you be **READY and PREPARED** for the service when the technician(s) arrive. If you have been requested to vacate the premises during the treatment, please be ready to do so when the technician arrives. The technician(s) will NOT wait if you are not ready and prepared.

A \$95.00 cancellation fee will be charged for missed/last minute canceled/no show appointments.

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Follow-up Services

There are many reasons a pest problem can recur. Some situations do NOT require a follow-up service. The products we use are designed to work over a period of time and it is normal to see pest activity or evidence after a treatment. Please allow our treatment time to work. Ministry and label guidelines prohibit over-application and misuse of pesticides. A safe period must be observed before re-application. Each situation is different. Please contact us at any time to discuss your specific situation should you have a recurrence.

We are committed to providing the best service possible and should a pest problem recur, we will return at no charge to remedy the situation. Follow-up services are done at the discretion of Muskoka Pest Control

Safety Policy

Some treatments types may NOT be suitable in your specific situation or in every area. The technician may alter the treatment protocol if it is deemed necessary.

Our technicians will not treat areas or perform services that are deemed unsafe or contrary to label instructions.

All areas to be treated must be safely accessible.

Roads must be accessible and plowed/sanded in the winter. For more information about pesticide safety <http://www.muskokapestcontrol.com/pesticide-safety/>

Payment Policy

- Payment for service is due at time of service
- A valid credit card must be on file before your service will be performed
- Cottage Care and Multiple service package customers are due and billed on the first service
- Your credit card will be charged if payment by cheque or Etransfer is not received within 30 days
- Interest on overdue accounts are charged at 2% per month
- Please use your customer number on all correspondence
- For Online Payment and Account Management please visit our [Customer Account Access](#) system. Ask us to enable access for you today!

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Warranty and Disclaimer

- Unless specified otherwise, Warranty is limited to 30 days. Warranty has no monetary value.
- Warranty is for additional service only. Should a pest problem recur, we will return under warranty at no charge to retreat the problem area
- There are NO REFUNDS on services provided or unused portions of warranty
- Warranty is non-transferable between people or property
- Muskoka Pest Control and its subcontractors are NOT responsible or liable for Damage caused by Pests or Wildlife or the treatment process at any time During or After the service period

Some situations require extraordinary measures. Additional charges may apply beyond the scope of normal treatment. We will discuss any additional work/measures and the fees that may apply prior to commencement

Acceptance

Customer's acceptance of the terms and conditions set out herein and agreement to pay the applicable service charges shall be deemed to be given by any of the following occurrences:

- *Customer's verbal agreement when making an appointment for service;*
- *Customer's verbal permission to enter onto the customer's premises and proceed with inspection;*
- *Customer's signature on inspection report (on work order);*

Customer's payment of invoice amount by any method whatsoever.

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