

Area Pest Control Customer Charter

Keeping your home pest-free means protecting your space, your safety, and your peace of mind.

What You Can Expect:

- Timely Service:** Receive a one-hour time slot for technicians arrival, with a call ahead if delayed.
- Smart and Uniformed:** Our technicians will wear branded uniforms.
- Respect for Your Property:** We wear overshoes when entering your home.
- Clear Pricing:** No hidden costs with upfront pricing and agreed additional requests.
- Detailed Reports:** A full written report will be provided after every visit.
- Honest Advice:** Technicians will offer tips on preventing future pest issues.

Our Promise to You:

- Tailored Solutions:** Customised plans to meet your unique pest control needs.
- Transparency:** Clear communication on methods, products and pricing.
- Safety First:** Fully trained, certified and insured technicians adhering to BPCA standards.
- Continuous Training:** Technicians regularly undergo training to stay up-to-date.
- Aftercare & Follow-Up:** Additional advice and follow-up visits are available as needed.
- Feedback & Improvement:** Your satisfaction drives us to continually improve.

Our 7 Core Values:

- Safety:** We ensure our services keep customers safe.
- Positivity:** We celebrate every success.
- Curiosity:** Our team seeks the best solutions through constant learning.
- Professionalism:** We maintain high standards in our appearance and behaviour.
- Teamwork:** We collaborate and share knowledge to enhance our service.
- Accountability:** We always take responsibility for our actions.
- Clear Communication:** We ensure timely, honest communication.

Community Support:

Each visit helps support life-saving and environmental causes through trusted charitable partnerships.



Lifeboats



**For trusted pest management,
contact Area Pest Control.**

Helping you back to a pest-free environment



Tel: 0333 200 1622