CEROPEST

GENERAL PEST CONTROL - GENERAL TERMS

Including rules for large homes, villas and larger properties.

1. Services

GPC consists of one regular visit per quarter and primarily focuses on the exterior of the home or premises. The standard service includes inspection, monitoring, General Insect Protection, spider-web removal and limited minor proofing where this is easily accessible, safe and practical to carry out. Full treatment of the interior is not included as standard. Interior inspection or treatment is only carried out in a targeted manner at relevant risk or activity areas when technically necessary, included in the selected package or a separate agreement, and permitted by the statutory directions for use and product label. Extensive interior treatment or treatment of an existing infestation may be quoted separately.

2. Starting prices and home size

The Starter, Basic and Complete package prices are starting prices for standard homes and a normal GPC treatment time of approximately up to 30 minutes per regular visit. Large homes, villas, large gardens, multiple buildings, exceptionally long facades or locations that structurally require more time, pest-control product or monitoring may receive a higher monthly fee. CeroPest determines this during or after the free inspection and communicates the fee before the subscription starts.

3. No strict square-metre limit

The surcharge is not based exclusively on square metres. A smaller home with a large property, multiple outbuildings or difficult access can require more work than a larger but simple home. Treatment time, property layout, number of buildings, material use and pest risk are determining factors.

4. Internal pricing guideline

As a practical pricing guideline, CeroPest may use: normal service up to approximately 30 minutes = standard starting price; approximately 30-45 minutes = around EUR 10 extra per month; approximately 45-60 minutes = around EUR 20 extra per month; structurally more than 60 minutes = custom quote. CeroPest may deviate from this when the actual situation justifies it.

5. Intended purpose

GPC is intended for prevention, monitoring and reduction of pest activity and not as a low-cost entry point for a heavy existing infestation. A separate startup treatment may be required.

6. Free inspection and startup costs

The initial inspection may be free. CeroPest assesses both any necessary startup costs and the appropriate monthly fee. Extra equipment, special proofing, material or active pest control is discussed in advance.

7. No fixed-term contract

Monthly automatic direct debit, with no fixed annual contract obligation. The customer may cancel at any time; cancellation takes effect from the next unpaid period. Periods already paid are not refunded and there is no cancellation fee.

8. Extra visits

Starter: EUR 20 and Basic: EUR 10 for an extra GPC visit. Complete: maximum one free extra GPC visit per quarter for a valid pest-control report. Special Treatments remain separately priced.

9. Special Treatments

Mice, rats, cockroaches, bed bugs, paper silverfish, silverfish, fleas and specialist ant problems are not included as standard. The applicable member price for the package applies; special materials may be charged separately.

10. Mice and rats

Preventive traps/stations are for monitoring and prevention and do not constitute unlimited active pest control. Starter: 0/0; Basic: 1 rat station and 2 mouse traps; Complete: 2 rat stations and, depending on the situation, up to 6 mouse traps.

11. Wasps and hornets

Starter: 50% discount. Basic: one nest free once per year. Complete: one treatment per year, depending on the situation, covering up to four nests at the same address. For hornets, CeroPest kills the nest; physical removal is the customer's responsibility. Scaffolding/cherry-picker hire is the customer's responsibility and must be arranged by the customer.

12. Minor proofing

Limited quantities of mesh, sealant, steel wool, Flexim or mouse-proofing sealant may be used for small accessible openings. Full structural sealing, proofing grilles, Mostiglass and extensive work are charged separately.

13. Materials and ownership

CeroPest may collect monitoring equipment when the subscription ends. If it remains on site, management and replacement thereafter become the customer's responsibility. Additional purchased materials belong to the customer.

14. Cooperation and results

The customer follows reasonable hygiene and structural recommendations. The environment, neighbours, weather, new introductions and the condition of the building can affect results; CeroPest does not provide an absolute pest-free guarantee.

15. Service area, travel and parking

The standard service is intended for CeroPest's normal service area around Amsterdam and surrounding locations. Normal travel and parking costs are included in the agreed monthly fee unless otherwise agreed in advance.

16. Wood-boring insects

CeroPest does not carry out treatment of wood-boring insects.

17. Price changes

Future price changes will be communicated in advance and do not apply retrospectively.

18. Specific quotation

A separate written quotation or agreement for a specific location, large home, startup, add-on or Special Treatment takes precedence over the general package price for that item.

Legal note

Draft terms: have the final consumer terms legally reviewed before publication, particularly with regard to automatic direct debit, cancellation, price changes and liability.