



To our valued clients, thank you for choosing us to address your Pest Control needs. Below you will find a comprehensive overview of our **Rodent Control Program** and **Service Agreement Terms & Conditions**. This guide is designed to provide clarity and ensure you feel confident throughout the process.

Phantom Pest Solutions Ltd. Rodent Program

For optimal results, we highly recommend the following preparations:

- Declutter and conduct thorough sanitation of affected spaces. This includes vacuuming and removing old droppings to identify new activity and travel patterns.
Rat Specific - For locations with rat issues, the client must provide access to the attic opening. Closet spaces near the attic access point must be cleared to allow room for our technicians to set up a ladder and perform necessary inspections or treatments. Failure to provide proper access may result in delays or additional fees.
- Sanitize specific areas, such as:
 - Behind kitchen appliances.
 - Behind chairs and couches in living/dining areas.
 - Inside bedroom closets.
 - Under kitchen and bathroom sinks.

Tip: For the best results, sanitize the entire home. This disrupts feeding sources and communication between rodents.

Note: If these conditions are not met and the treatment cannot proceed, a visit and inspection fee of **\$78.00** will be applied.

Program Details

Our **Rodent Control Program** includes:

1. **Comprehensive Inspection** – Interior and exterior property assessments.
2. **Phantom Mass Trapping** – Strategic deployment of traps for effective removal.
3. **Sealing Small Openings** – We seal gaps up to the size of a toonie coin. Larger openings require pest-proofing by our experts, which we can arrange at additional cost. (Phantom Exclusion work)

This program involves **three service intervals**, utilizing certified rodent control products. Pricing varies based on the size of the property and time required.



Payment Terms:

- Services are charged upon completion of the first visit.
- Accepted methods: Credit card, e-transfer, or cheque. (New clients must provide a credit card payment on-site during the first visit.)

Additional Services:

In cases of severe infestations, additional services may be necessary. Many clients opt for ongoing preventative maintenance (monthly, bi-monthly, or quarterly), with fees ranging from **\$85–\$150** per service, depending on the project size.

Compliance Note:

Per local regulations, all products must be removed from the premises after treatment completion. Leaving pest control devices on-site for over period of time will attract insects, causing secondary infestations with moths and beetles and other crawling insects.

Service Agreement Terms & Conditions

1. **Definition of Service:** Pest control includes eliminating infestations within reasonable limits.
2. **Follow-Up Treatments:** Total of 3 services included in a rodent program. Additional treatments, if necessary, will be outlined in communication with Phantom Pest Solutions Ltd. Staff
3. **Access to Property:** Clients must provide access to the premises during regular business hours (9:00 AM–5:00 PM, Monday to Friday). After the agreement's end, reasonable access will still be granted for final service visits and product removal.
4. **Ownership of Materials:** All equipment, materials, and data collected during services remain the exclusive property of Phantom Pest Solutions Ltd. Any items left in the client's safekeeping must be returned upon the completion of services. If any equipment or materials are lost, damaged, or broken while in the client's possession, the client will be responsible for the replacement cost.
5. **Technician Discretion:** Our trained professionals determine the most effective methods and materials for pest control.
6. **Regulatory Compliance:** All services adhere to the Ministry of Environment of British Columbia and Canadian laws.
7. **Property Safety:** The client is responsible for ensuring safe treatment areas. Phantom Pest Solutions Ltd. is not liable for damages resulting from unprepared or unsecured spaces.
8. **Payment Terms:** Overdue invoices (30+ days) incur interest of **15% per annum**. All costs are listed in CAD.
9. **Force Majeure:** Neither party is liable for uncontrollable events preventing service completion.



10. **Limitation of Liability:** By proceeding with the rodent program, the client acknowledges and accepts that **Phantom Pest Solutions Ltd.** is not liable for any damage to kitchen appliances (e.g., stove, refrigerator, microwave) or belongings, including cabinets, countertops, or flooring and paint on the walls. If the client is uncomfortable with our technicians moving items around during the service, they must ensure the area is prepared beforehand, with all necessary items moved or pulled out prior to the technician's arrival. The client agrees to these terms and assumes responsibility for any potential damages during or after the rodent program. Services must be completed within 90 days of the initial service date.
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House Mouse Facts

- Weight – 0.75 OZ or 21 Grams
 - Appearance: Pointy nose, large eyes & ears
 - Length: 6-7" including tail
 - Eye site: Despite being **color-blind** and only being able to focus on objects that are 1 to 2 feet away, mice can detect motion up to 45 feet away.
 - Droppings: 1/8" – 1/4" Long – Mice can produce between 50 – 75 droppings a day. Scent marking behavior is an odorant communication that mice use to find one another.
 - Sexual maturity: 4-6 weeks
 - Offspring's: 5-6 offspring per litter
 - Gestation period: 19 days
 - Food consumption: 1/10 OZ or 2.8 Grams
 - Water consumption: 1/20 oz per day or 1.4 Milliliters
 - Communication: Leaves pheromones around for other mice to detect (Mice trails)
 - Harborage: Shaded areas
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Norway / Roof Rat Facts - General Notes for British Columbia:

Both species are prevalent in British Columbia. Norway rats dominate ground-level spaces, while roof rats are more likely to infest attics or elevated areas. Identifying the specific species is key to implementing effective control measures.

- **Weight:** 7-18 ounces (200-500 grams), depending on the species.
- **Appearance:** Both Norway and roof rats have a blunt nose, small eyes, and scaly tails. Norway rats are stockier with a shorter tail relative to their body, while roof rats are sleeker with tails longer than their body.
- **Length:** 13-18 inches, including the tail.
- **Eyesight:** Rats have poor vision, are color-blind, and can only focus on objects within a few feet. However, they rely heavily on their sharp senses of smell, taste, and touch.



- **Droppings:** Rats produce 20-50 droppings daily. Norway rat droppings are blunt and capsule-shaped (around 3/4" long), while roof rat droppings are pointed and spindle-shaped (around 1/2" long).
 - **Sexual Maturity:** 8-12 weeks.
 - **Offspring:** 6-12 pups per litter, with 4-6 litters annually.
 - **Gestation Period:** 21-24 days.
 - **Food Consumption:** Rats eat about 1 ounce (28 grams) of food daily.
 - **Water Consumption:** Rats need 1-2 ounces (30-60 milliliters) of water per day to survive.
 - **Communication:** Use ultrasonic vocalizations, pheromones, and scent trails to navigate and communicate.
 - **Harborage:** Dark, undisturbed areas like basements, attics, crawl spaces, or inside walls.
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Norway Rats

- **Also Known As:** Brown rats or sewer rats.
 - **Habitat:** Found in low-lying areas like basements, crawl spaces, sewers, and burrows near foundations or debris piles.
 - **Behavior:** Ground dwellers; rarely climb. They are excellent burrowers and build extensive tunnel systems.
 - **Diet:** Prefer grains, meat, and fish but will eat anything.
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Roof Rats

- **Also Known As:** Black rats or ship rats.
- **Habitat:** Prefer higher elevations such as attics, ceilings, rafters, and tree canopies.
- **Behavior:** Agile climbers that navigate rooftops and elevated spaces.
- **Diet:** Prefer fruits, nuts, and seeds but will consume a variety of foods.

We appreciate the trust you've placed in Phantom Pest Solutions Ltd. to handle your pest control needs.

If you have any questions or need additional information, please don't hesitate to reach out to us.

Sincerely,

The Phantom Pest Solutions Ltd. Team