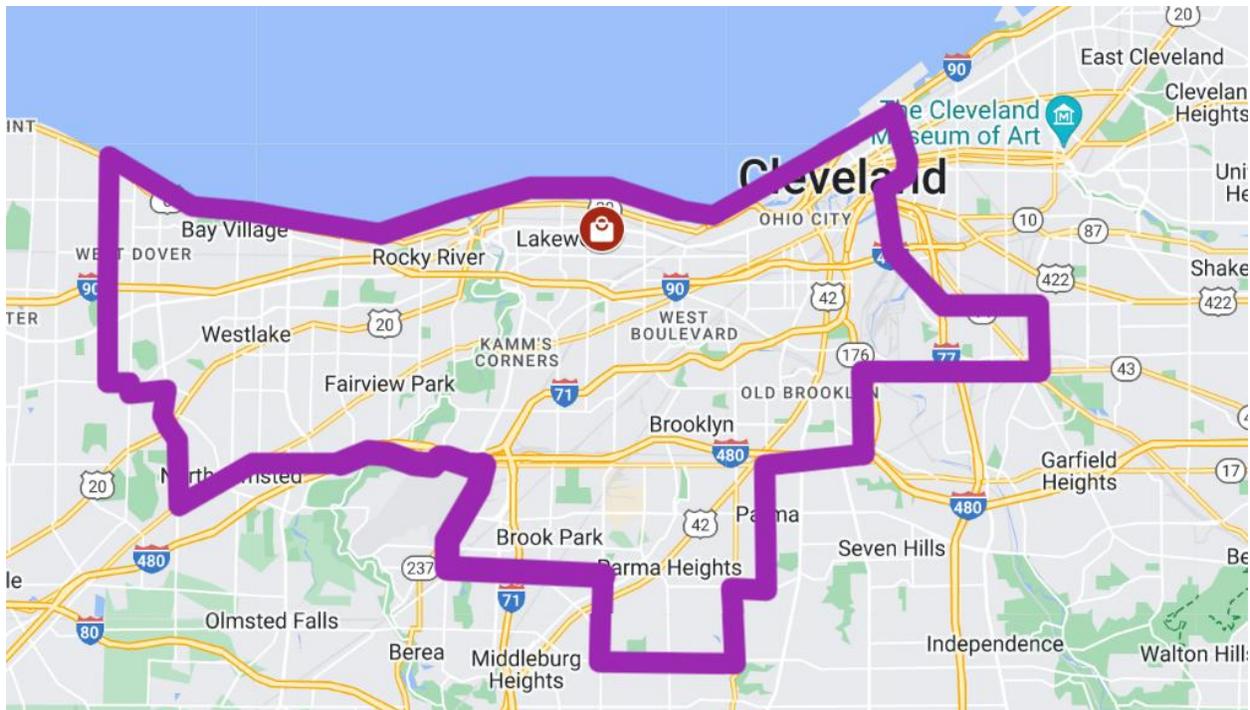


## Wasp and Hornet Service Guide

**Service Area:** Our service area is inside the purple line. We service homes outside of the purple line. However, a “trip charge” will be incurred to account for longer drive times.

**Out-of-Area “Trip Charge”:** For locations outside the purple line- up to forty minutes from the office—a “trip charge” of \$50 per visit applies for single services and non-warranted follow-up visits. Add \$100 for multi-visit service plans. We do not service homes over 40 minutes away. During the busy April- October season, we might be unable to service homes outside the purple line. We are likelier to take jobs to the West than jobs further away to the South or East.



**Additional Units:** For multi-family homes (duplexes and apartment buildings), extra units can be added for \$50 for single services or \$100 for multi-visit service plans (per additional unit).

**Add-on Services/ Multiple Pest Treatments:** Customers can purchase multiple services to be performed during the same visit. When bundled, receive 20% off the lesser service. An example of this is mouse control coupled with an ant treatment.

**Arrival Window:** Allow an arrival window of a half-hour before and after your scheduled appointment.

**Appointment Reminders:** Depending on your service, you should receive an email/ text reminder 3 days or 1 day before your scheduled service. However, our software sometimes fails to send these reminders. You are responsible for keeping track of any appointments that you plan.

### Missed Appointments:

- For initial/ single services, if we arrive at the job site and cannot gain access to the property (if required), there will be an \$80 missed appointment fee. This must be paid before scheduling any future service.

## Wasp and Hornet Service Guide

### Invoicing and Payment Options:

- After completing the service, we will return to our vehicle to write up your invoice. Here, you will find information such as our time on site, weather conditions for exterior pesticide application, inspection findings, materials we used for control and their locations, completed repairs, documented notes, and recommendations. This will be sent to the phone number and email address on file.
- **We ask that you pay at the time of service.** We accept checks, cash, or credit cards. **We require a signed invoice and credit card on file if you cannot pay at the time of service.** If you are a landlord or responsible party but will not be present for the appointment, please put a card on file during the scheduling process. **Payments will be run after the initial service is complete. Receipts are sent via email.** If you have used our services with a history of timely payments, you may be invoiced/ pay online. If we invoice you, payment is due in 2 weeks.

**\*For General Insect Pest Treatments, the Outdoor Spray Season is March-November.**

### Chemical Sensitivity:

- **Suppose a customer or other structure(s) occupants believe they are or may be sensitive to pesticides/termiticides or their odors. In that case, the customer must notify Lakewood Exterminating LLC in writing before service, including whether the customer or other occupants have consulted with a medical doctor or other healthcare provider regarding such sensitivity. Upon receipt of such notification, Lakewood Exterminating LLC reserves the right to deny or terminate service. Failure to provide notification represents the customer's assumption of risk and waiving of claims against Lakewood Exterminating LLC in connection with such sensitivity.**

### Watch Our Wasp And Hornet YouTube Video

<https://youtu.be/bZrOp95eq2s>

**You can use our Quarterly Maintenance Plan to protect your home year-round. An additional fee, starting at \$75, applies if a nest away from the home needs to be treated or a hornet's nest removed.**

### Quarterly Maintenance Plan:

- Starting at \$116 plus tax per service.
- Includes 4 treatments spaced approximately two months apart, March- November.
- Enjoy year-round protection against ants, spiders, centipedes, silverfish, cockroaches, and wasps.

[Click here for more information on Quarterly Pest Maintenance.](#)

## Wasp and Hornet Service Guide

### One-Time Visit/Single Service Wasp and Hornets

- **\$185 plus tax.**
- There is a **60-day warranty** for the home when treated and for the treated area when the problem is away from the structure.

This service is for:

- Stinging insect control in springtime before nests develop.
- For swarming paper wasps emerging from homes in April.
- Swarming mud daubers. Like paper wasps, they can appear swarming along rooflines, too. This usually occurs through June.
- Mud daubers in lawns or yellow jackets feeding on insects/ sap in trees and shrubs. In these cases, we treat the affected areas.

For springtime wasps, exterior treatments are included, and interior treatments are available upon request. Interior service includes spot and crack-and-crevice treatments. We can also try to make minor repairs to block their entry into the affected rooms.

**Once stinging insects develop nests that we can treat directly, we switch to one of the other two options. This begins in July for the nests of paper wasps, yellowjackets, and bald-faced hornets.**

### Stinging Insect Nest Treatment

- **\$185 plus tax.**
- Includes the treatment of specific nests and a **60-day warranty** for these particular areas.
- We add 70\$ when we need to use an extension ladder. Ladders are not usually necessary since we have pole sprayers and bee poles.
- If the customer is experiencing stinging insects inside, we include interior treatment/ sealing of entry points into the affected rooms.
- We do not provide service for customers who have sealed off the insect's entry points to their nest outside.
- Over-the-counter products can force stinging insects into the home. In these cases, the customer understands they may find stinging insects inside for approximately two weeks following treatment.
- It can take two weeks for the colony to collapse completely. Consider this when yellow jackets are found inside at the end of the season.
- Many times, the reproductives/ swarmers are released from the nest at the end of the season. These often find their way inside even after the workers have died. These do not have stingers, and there is not much one can do to prevent this from occurring.

### Wasp and Hornet Service Plan

- **\$250 plus tax.**
- This one-time service **warranties the home and entire property from wasp and hornet nests** for the remainder of the calendar year.
- Included is an inspection and treatment of any stinging insect nest located anywhere on the property. This does not guarantee that stinging insect nests will not be found. But we will return to treat them if new nests are located. It also does not guarantee that stinging insects will not be found on the property since their nest could be elsewhere.
- Also included is a detailed exterior treatment of the home's exterior (home, garage/ shed). And spider web removal up to 30 feet. This helps protect against other common household pests.