



Terms and Conditions K9 NOSE | Bedbug Detection

In order for the dog to perform its work as optimally as possible, the following matters must be taken into account:

- The client provides **parking** near the location to be searched on the day of the inspection and communicates this with K9 NOSE at least one day in advance. If possible, this is a place in the shade. To ensure a smooth inspection, we should be able to easily and quickly get the dogs in and out of the car. We arrive with a large van, so take this into account when selecting a suitable location.
- In order for K9 NOSE to accurately and efficiently inspect a location, we ask that socialising with the dog and handler be delayed until the inspection is complete. A consultation will take place afterwards, at which time guidance and information will be shared with the client.
- The dog and handler must not be disturbed during work; the dog should not be **distracted**, petted, called or lured at any time. It is therefore not permitted for people other than the handler(s) to be in the area that is being inspected. Refrain from asking questions during the inspection. The handler will be engaged with the canine, as they work as a team to achieve the most effective result. The resident or facility manager will be asked to remain in an area that is not being inspected in order to reduce distractions.
- The handlers are allowed to enter the building and the areas to be searched wearing **shoes**. If desired they will wear shoe covers. Please communicate this to us in advance or upon arrival.
- **Airflow** should be minimal. Air conditioning, fans, heaters and other devices that cause air turbulence should be turned off and windows should be closed before the inspection. The situation must stabilise for some time (approx. 15 minutes).
- The client should look up and indicate to K9 NOSE which **ventilation systems** are present in the rooms to be searched before the inspection takes place.
- If possible, the owner/client/resident will send visual material (**photos and/or videos**) of the areas to be searched prior to the inspection. If this is not possible, we would like to receive an overview of which areas need to be searched and their (estimated) surface area. This helps the handler(s) prepare for the inspection and gives them the opportunity to communicate any changes to be made by the client in a timely manner to promote the accuracy and efficiency of the inspection.
- **Temperature**: Dogs can only search if the heat doesn't make them pant excessively. When the temperature in a building to be searched is too high (above 20 degrees), it must first be brought down by temporarily opening the windows and turning off the heating. Before the inspection (when the temperature has dropped sufficiently) these should be closed again (see point above).
- **Distracting scents** such as air fresheners, incense, essential oils, scented candles, perfume, deodorant, aftershave and other strong scents should be avoided for at least 24 hours before the check-up. Do not apply insecticides or products such as tea tree oil, as this causes the bed bugs to disperse and makes the dog's job more difficult.
- **Smoking** is not allowed in the areas to be searched for at least 3 hours before the inspection. If you smoke, the rooms to be searched should be ventilated prior to the inspection. Candles and (wood/gas) heaters must be switched off/extinguished at least 3 hours in advance.
- The presence of **pets** must be reported in advance. Remove all pets from the search area prior to the inspection. If removal from the premises (ideal) is not possible, they may be secured in another room, that will not be searched, with the door closed. Bird cages should be moved or covered prior to inspection. Distraction from other animals and pets can result in the halting of the inspection.
- If your dog/cat/pet is/or has recently been ill, your unit cannot be inspected, please let us know before we enter your unit.
- Relocate **pet food, water bowls, litter boxes and toys** to an area that is inaccessible to the bed bug detection canine.
- Please notify our handlers of current or suspected **flea infestations** in your home.

- **Food items** in the areas to be searched must be packed and stored prior to the inspection so as not to make the work of the dog(s) unnecessarily more difficult. The same applies to animal feed. Empty any trash cans in the areas to be searched to remove odours.
- **Noise and human distraction** must be minimised to create the most effective search environment for the dog. Ensure smoke alarm batteries are not “chirping”.
- The dog's search time depends on various factors. When checking larger areas, breaks will be inserted for the dog during the inspection. The handler has the right to temporarily suspend the inspection at self-chosen times for this reason.
- If the dog cannot carry out or continue the inspection for certain reasons, the handler of the dog has the right to stop the inspection. Payment must then only be made for the hours worked and the starting fee.
- Move as little material as possible in your home or building, as this can spread the infestation to other areas.
- The dog must be able to get to the places to be searched **independently**. The client is responsible for this. The areas/places where this is not possible will not be searched due to the risk of injury to the dog and/or handler. An attic with a loft ladder where the dog would necessarily have to be lifted, for example, will not be searched.
- There must be **sufficient space** in the areas to be searched for both the dog and the handler to be able to move around freely.
- The areas to be searched must not have been recently cleaned with (aggressive) chemical cleaning agents such as bleach, ammonia and chlorine. **Cleaning** is allowed up to 24 hours before the inspection. The handler has the right to stop the control if he/she suspects that this condition has not been met. The starting rate of the inspection and any hours worked will be charged in this situation.
- The property to be searched has not recently (less than six weeks before the inspection) been treated with **chemicals** to combat bed bugs, other vermin and/or fungi. This applies to both over-the-counter and professional products/services (this includes Diatomaceous Earth. Although natural, **this is very harmful to our dogs!**). Any visible application of pesticides in the areas to be searched immediately leads to termination of the inspection. The starting rate of the inspection will be charged in this situation. Heat treatments are allowed. K9 NOSE would like to know if any form of (non-chemical) treatment has been carried out by the client or a recognized company (e.g. dry cleaning) in the weeks before the inspection. This can affect the presence and/or dispersion of bed bugs in the rooms.
- Remove all **rodent baits**, glue boards and snap traps prior to the inspection.
- **Sharp and dangerous objects** must be removed in advance by the client from the areas to be searched. This included both over-the-counter and prescription medication.
- **Bed linen** should preferably be removed in advance (washing bed linen at 60 degrees is sufficient to kill any possible bed bugs hiding in it). The beds should be moved away from the wall and preferably placed on their side prior to the inspection.
- If you have a **bunk bed**, we request that you remove the top mattress and place it on the floor of the bedroom so that it is easy for the dog to search.
- Remove all objects stored under the beds and store them on the ground near the bed.
- **Fragile items** must be secured by the client/resident prior to the inspection. K9 NOSE is not liable for any damage if this condition is not met.
- **Declutter** the inspection area as best as possible for optimal results. The resident/client is responsible for this. Untidy and cluttered spaces make the work of the dog and the handler unnecessarily more difficult, which increases the chance that bed bugs may be missed. If possible, move furniture, (especially beds) away from walls to allow for the canine to search around the entire item. The handler will not move any items and will search the premises “as is.” If the premises is excessively cluttered with garbage, debris, faeces, dirt, food, etc., the search will be stopped, as these items can present a hazard to our canine and severely compromise the effectiveness of their ability to perform their job.
- Bed bugs can hide in **receptacles**. If you have receptacles behind bunk beds or some other item, these items will need to be pulled off the wall to allow an inspection to take place.
- **Closets** can only be checked if accessible and organised.
- Prepare **clothing** for successful inspection by cleaning all clothes and putting them loosely into drawers, with drawers open a ½ inch.
- Place **bags, suitcases, bookbags, and plastic bins** in a large room, away from walls, and open them prior to inspection. Leave recently used luggage or travel bags out and opened for inspection. Travel bags are a common way for bed bugs to make their way into your home.

- K9 NOSE has the right to perform minor acts such as unscrewing parts of furniture. This may be necessary to prove the presence of bed bugs after a referral from the dog.
- If you have been bitten, we ask you to take pictures of the bites. If you have found something that you suspect is a bed bug, we kindly ask you to keep it in a jar in the refrigerator until the time of inspection. This helps K9 NOSE in determining whether there are actually bed bugs. You may be dealing with a different species.
- K9 NOSE reserves the right to make photos and/or videos during the inspection. These images can be used for professional and educational purposes. Without the permission of the handler, it is forbidden for the client to take photos and/or videos during the inspection.
- In the event that the presence of bed bugs is detected, K9 NOSE is obliged to observe **secrecy** towards third parties who are not involved in the execution of the assignment. This confidentiality concerns all information of a confidential nature made available to it by the client and the results obtained by processing it. This confidentiality does not apply insofar as legal or professional regulations impose an information obligation on the contractor.
- K9 NOSE is entitled to use the numerical results obtained after processing, provided that those results cannot be traced back to individual clients, for statistical or comparative products. With the exception of the provisions of the previous paragraph, the contractor is not entitled to use the information made available to it by the client for a purpose other than that for which it was obtained.
- K9 NOSE cannot give a 100% guarantee that no bed bugs are present if nothing is found during the inspection. Several factors play a role in this. This can occur, for example, when the bed bugs are in places that are difficult for the dog to reach and/or in places where no or little odour is released. The health of the dog can also play a role. If the dog has (recently) been unwell, K9 NOSE reserves the right to cancel a planned inspection at the last minute.