



## Treating Bed Bug Infestations

- Bed bugs are an objectionable pest and one of the most difficult to eradicate.
- Practicing good sanitation, regular cleaning, reducing clutter and the use of “do-it-yourself”
- insecticide products may help to reduce bed bug numbers. However, professional treatment is necessary to eliminate the infestation.
- Rentokil technicians are skilled, extensively trained and experienced professionals. Bed bugs usually enter a property carried on clothing, luggage or furniture.
- The most common source of bed bugs is to stay at a hotel with an infestation. Bed bugs or their eggs get into clothing or suitcases and are then transported home.
- It is important to check for signs of bed bugs prior to staying in your hotel room. If there are any signs of bed bugs when staying at a hotel, particularly being bitten when sleeping or seeing blood spots on sheets, take great care in bringing your personal belongings home. If you suspect bed bugs, hotel staff should be immediately notified.

## Pest Aware

### Customer Prepare – Residential Bed Bug Service

Working in partnership with you.

#### Prior to your service:

- All bed linen, curtains and clothing should be removed and washed in the hottest wash possible and / or dried in hot air clothes drier.
- All loose articles should be removed from the floor.
- Where possible, beds and other known harbourages should be dismantled to allow thorough treatment. Wardrobes, drawers etc should be emptied of contents which should be washed on the hottest wash cycle possible and/or dried in hot air drier.
- Turn off all ignition sources such as pilot lights (shut off gas valves), other open flames or running electrical appliances that cycle off and on (i.e., computer or air conditioner, etc.).
- All food, dishes, utensils or other equipment in your kitchenette should be covered or removed.
- All carpet areas and carpet mats may need to be sprayed.
- You and any pets must vacate premises. Ensure your fish tank is covered, and the oxygen pump is turned off. Remove caged birds for the service duration.
- Infested mattresses may be treated using a steam applicator ensuring mattress does not become over moist. The application of a registered pesticide may also be used.
- You will need to place a non-porous cover over the pillow and mattress under the sheet to reduce the risk of contacting any pesticide residue.
- Doors and windows should be closed for the service duration.
- All air condition and fans in the treated area MUST be switched off.
- There should be no re-entry until treatment has completely dried, 2-4 hours afterwards. It is advised that any customer who suffer from reparatory problems (i.e. Asthma), allergies or conditions of hypersensitivity to chemicals should vacate for a longer period.
- Vacuum dead insects between follow up visits.
- Remove past signs of infestation e.g. blood spotting and excreta on wall to avoid future confusion.
- Bed bug activity may be observed for several days after initial treatment, this is not unusual.
- Do not vacuum floors and upholstery no sooner than 7 days after treatment. (Ensure vacuum bags are disposed of immediately). All floor areas should be cleaned regularly.
- Please send your customer experience comments to [pestcontrol-hk@rentokil-initial.com](mailto:pestcontrol-hk@rentokil-initial.com)