

# Terms & Conditions

*Last Updated: April 26, 2026*

Welcome to Flare Bed Bug Specialists. By booking a service with us, you agree to the following terms. Please read them carefully.

## Who Can Book

You must be 18 years or older and authorized to permit work on the property (as the owner, tenant, or authorized representative) to book a service with us.

## Service Area

We serve Tulsa, Oklahoma and surrounding cities within approximately one hour, including Broken Arrow, Jenks, Bixby, Owasso, Claremore, Sand Springs, Sapulpa, Glenpool, and Pryor. We reserve the right to decline bookings outside our service area. If you are outside our listed cities, contact us and we may be able to work something out.

## Booking and Scheduling

Our online booking system allows appointments up to five weeks in advance, with the earliest available date being two days from today. Emergency or same day service may be available on a case by case basis and may require a call or text to arrange. Emergency services are the same price as regular services.

## Cancellation and Rescheduling

You may cancel or reschedule your appointment at any time before service begins, including when we arrive, at no charge. We do not require deposits.

Once service has begun, cancellation is not permitted. If you request that we leave after service has started for any reason, you will be charged the full service amount and no refund will be issued.

Once service is complete and we leave your property, it is assumed you are satisfied with the work performed and that no live bugs remain.

## If We Cannot Complete Your Service

If we cannot complete your treatment due to something outside your control (weather, emergency on our end, scheduling error), we will reschedule at your convenience for half the usual cost (\$275).

If we cannot complete your treatment due to something within your control (property not prepared, no one available to grant access, safety hazard, late arrival), we will reschedule at no penalty.

## Payment

Payment is due at the time of service, before treatment begins. We accept Square, CashApp, Venmo, and

cash.

By paying for your service, you agree not to dispute or chargeback the payment for services that were completed. If a payment dispute is filed for a completed service, we may use POV video recordings and documentation as evidence, and we reserve the right to pursue collections or legal action to recover the amount owed.

## Our Guarantee

We guarantee that our thermal treatment will eliminate all live bed bugs and eggs present in your home at the time of service. Our service includes thorough treatment of the property as well as complimentary vehicle steaming and vacuuming.

All treatments are completed the same day they begin. We schedule arrivals no later than 3:00 PM to allow time for setup, treatment, and cool-down within a single day.

Our guarantee covers the work we perform during your appointment. We cannot guarantee against future infestations caused by factors outside our control, such as visitors, travel, neighboring units, or not following aftercare steps. For this reason, we do not offer free retreatments.

## Preparation Requirements

Before your appointment, you must prepare your home according to our Prep Guide, which is provided in your booking confirmation email and available on our website. Proper preparation is essential for effective treatment and for protecting your belongings.

If you are unsure whether an item can withstand heat treatment, remove it from the home before we arrive.

## Liability Acknowledgment

By booking a service with us, you acknowledge and agree to the following:

**Nature of Service.** Bed bug heat treatment is an extreme method that uses propane powered heaters to raise the temperature of your home to levels lethal to bed bugs. This process involves high heat that may affect certain items or materials.

**Potential for Damage.** We will protect your items according to the Prep Guide, but we are not responsible for damage to items left in the home during treatment. Despite our best efforts, heat treatment may cause damage to some items, surfaces, or paint.

**Your Responsibility.** You are advised to remove any items you are concerned about before treatment. This includes but is not limited to: heat sensitive electronics, candles, certain plastics, medications, plants, pets, and irreplaceable or sentimental items. Refer to the Prep Guide for a complete list.

**Permission to Work.** You grant us permission to:

- Enter and exit the property as needed during service
- Move furniture and items as necessary to ensure thorough treatment
- Use electrical outlets to power fans, heating units, and monitoring equipment

**Liability Limitation.** We are not liable for damage to items that should have been removed per the Prep

Guide, pre-existing damage, paint damage, or damage to items left in treatment areas. Our maximum liability for any claim related to your service is limited to the amount you paid for that service.

**Video Recording.** We record POV video during treatment for liability protection of both you and our team. This video serves as documentation of the service performed and the condition of the property. You may decline video recording, but doing so limits our ability to investigate any damage claims. See our Privacy Policy for details on how video is stored and shared.

## Interference With Service

If you interfere with, stop, or demand we halt a treatment already in progress, it will be treated as a cancellation after service has started. You will be charged the full service amount with no refund, and we will leave the property.

## During Treatment

You should not be present inside the home during treatment due to the extreme temperatures. You may return to the property at any time (it is your home), but we ask that you remain outside while work is in progress. We will notify you when treatment is complete.

## Commercial Services

We provide service to commercial properties including hotels, motels, Airbnbs, restaurants, and daycares under the same terms and pricing as residential services.

## Changes to These Terms

We may update these Terms of Service from time to time. When we do, we will update the “Last Updated” date at the top. Continued use of our services after changes are posted constitutes acceptance of the revised terms.