

The Department would like to offer this important reminder to all pest control businesses and employees that there are legal requirements that apply when conducting door-to-door (home solicitation) sales in Florida. These requirements can be found in Chapter(s) 409, 482 and 501, Florida Statutes (F.S.) and apply to any pest control company or its employee who solicits services at a consumer's residence.

1. Pest Control Employee Identification Requirements – § 482.091, F.S.

Any employee who performs or solicits pest control must hold a valid **identification card (ID card)**. Key points:

- The ID card must be **issued before** performing or soliciting pest control.
- The ID card (or a copy) must be **carried on the employee's person** while performing or soliciting pest control and **shall be presented on demand** to the person for whom pest control is being performed or solicited or to any inspector of the department.

2. Certified Operator & Category-Specific Licensing Requirements

Florida law requires every licensed pest control business to operate only within the categories for which it is properly licensed and supervised.

- **Each business location must have a designated Certified Operator in Charge (COIC).** The COIC must hold active certification in the specific category (or categories) of pest control performed at that location.
- **A business may not advertise, offer, or perform pest control services in any category that is not included on its license.** This includes marketing materials, door-to-door sales representations, online advertising, and any statements made by employees or agents.

3. Home Solicitation Permit Required – § 501.022, F.S.

Any employee who engages in **door-to-door sales at a residence** must hold a valid **Home Solicitation Permit**, from the clerk of the circuit court for the county in which the home solicitation will occur, unless a statutory exemption applies. There are no statewide permits issued by any clerk's office or state agency. To find your local clerk's office see: <https://www.flclerks.com/> Other key points:

- The permit must be **issued before** conducting home solicitation sales.
- The permit must be **carried on the person** and shown to consumers upon request.
- Pest control employees are **not exempt** from this requirement.

4. Contract and Notice Requirements – § 501.025 - § 501.055, F.S.

All home solicitation sales must comply with Florida’s **3-day right-to-cancel** requirements. This includes:

- Providing a **written contract** that contains the required cancellation language.
- Giving the consumer **written notice** of their right to cancel within **three business days**.
- Honoring cancellations and issuing refunds within the statutory timeframe.

These requirements apply **in addition to** any federal obligations under the FTC Cooling Off Rule, 16 C.F.R. 429.

5. EFFECTIVE JULY 1, 2026 – Unauthorized Commercial Solicitation – § 501.062, F.S.

Florida law protects private property owners from unwanted commercial solicitation. Pest control companies and their employees must comply with the following requirements:

- A person may not engage in commercial solicitation at any dwelling that **clearly displays a compliant “No Commercial Solicitation” sign**.
- The sign must be at least 8.5 x 11 inches, visible to approaching individuals, and must contain the statutory language in letters at least 1 inch high, substantially as follows: “THIS DWELLING IS DESIGNATED PRIVATE PROPERTY. NO COMMERCIAL SOLICITATION IS PERMITTED PURSUANT TO SECTION 501.062, FLORIDA STATUTES.”

6. Deceptive or Unfair Sales Practices – §§ 501.201–501.213, F.S. (FDUTPA)

All pest control sales activities must comply with the **Florida Deceptive and Unfair Trade Practices Act (FDUTPA)**. This includes prohibitions on:

- Misleading or aggressive sales tactics
- Misrepresenting services, pricing, or contract terms
- Failing to honor cancellation rights
- Any practice likely to mislead a reasonable consumer

7. Employer Reporting Requirements – § 409.2576, F.S.

All employers, including pest control companies, must comply with Florida’s **State Directory of New Hires** reporting requirements. Employers must:

- Report all newly hired and rehired employees within **20 days** of hire.
- Provide required employee and employer information.
- Comply with electronic reporting rules if applicable.

Door-to-door sales activities must comply with Chapters 409, 482 and 501, F.S., and any local regulations. Failure to meet these requirements may result in administrative, civil, or criminal misdemeanor or felony penalties.

We appreciate the industry's commitment to operating responsibly. Please note that if the Department identifies violations of any of the requirements outlined in this memo, we will take appropriate action or refer the matter to the agency responsible for oversight. Our goal is to ensure consistent compliance and safeguard consumers statewide.