

Onsite Car Detailing Terms and Conditions of Booking

1. Payments

- 1.1 We are happy to accept cash or bank transfer
- 1.2 Payment should be made upon completion, prior to our departure
- 1.3 Bank transfers requiring a follow-up will incur a £10 admin fee

2. Confirmation and Reminders

- 2.1 Clients will receive email confirmation of their appointment, detailing start time, duration, and total price
- 2.2 A reminder email will be sent 7 days prior to the appointment
- 2.3 A final email reminder will be sent 24 hours prior to the appointment

3. Client Cancellations

- 3.1 Clients wishing to cancel or reschedule their appointment are required to provide 5 full days (120 hours) notice in writing by either SMS (07756 099030) or email (info.onsite.car.detailing@gmail.com)
- 3.2 Payment in full (The cancellation fee) is required by bank transfer within 7 calendar days for cancellations or rescheduled appointments with less than 5 full days (120 hours) notice provided
- 3.3 Cancellation fees remaining unpaid after 7 calendar days will be followed up by SMS message and email, offering a further 3 calendar days to complete payment before action. This will incur a £10 admin fee
- 3.4 Non-payment of fees after a total of 10 calendar days will result in further action and interest charges

4. Pet Hair and Excessive Dirt

- 4.1 Clients must select the 'Pet Hair or Excessive dirt' option when booking if any of the following are present:
 - 4.1.1 Pet hair
 - 4.1.2 Excessive interior dirt
 - 4.1.3 Excessive sand
 - 4.1.4 Heavy exterior contamination
- 4.2 Where a client has not selected pet hair/excessive dirt, but, upon arrival, we deem this necessary, the charge will be applied
- 4.3 We reserve the right to make a second excessive dirt charge where necessary

5. Clinical Waste

- 5.1 We reserve the right to charge £10 per type for the safe removal of hazardous waste
- 5.2 The following items are deemed 'clinical waste' and should be removed prior to our arrival:
 - 5.2.1 Used face masks
 - 5.2.2 Used gloves
 - 5.2.3 Used tissues
 - 5.2.4 Used sanitary products
 - 5.2.5 Soiled nappies

6. Stated Processes

- 6.1 We reserve the right to omit, amend or substitute our processes or products used where we believe doing so will enhance the finish achieved on your vehicle
- 6.2 We will not seek prior authorisation to do so

7. Power, Water and Access

- 7.1 We provide our own water supply and carry sufficient to complete your appointment
- 7.2 We require access to a power supply. We provide our own 25-meter extension cable
- 7.3 We will reduce power consumption to the minimum necessary to avoid increased costs to the client
- 7.4 We require parking adjacent to your vehicle due to the vacuum and washer hose reach

8. Weather

- 8.1 We closely monitor weather forecasts and patterns for suitability to complete bookings
- 8.2 Where inclement weather impacts a booking, we will offer to reschedule the booking or cancel without a cancellation fee
- 8.3 Decisions on weather suitability will not be made until the day of the booking due to forecast inaccuracies
- 8.4 Clients will be offered alternative appointments in order of appointment time

9. Maintenance valet

9.1 Maintenance valets require a frequency of six weeks from a prior Full Detail or Maintenance Valet

9.2 Client holidays may be accommodated by a one-week extension once per calendar year

9.3 Other household vehicles may not be substituted for maintenance valet

9.4 Non-payment of cancellation charges or late-payment admin fees will result in the withdrawal of services

9.5 Permanent change of regular slot will be accommodated where possible, but is not guaranteed

9.6 Permanent change of vehicle does not guarantee automatic acceptance for maintenance valets

9.7 Maintenance Valet clients will receive 20% off a Full Detail with either Ceramic Protection or Graphene Shield upgrade and any chosen optional add-ons