

## 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.
- 1.3 Bank transfers not actioned within 24hrs will be subject to a 5% follow-up surcharge.

### 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 24hrs prior to the appointment

### 3. Client Cancellations

- 3.1 Clients are required to provide 5 full days (120hrs) notice of need to cancel or reschedule the appointment in all cases.
- 3.2 Payment in full (The cancellation fee) is required for cancellations or reschedules with less than 5 full days (120hrs) notice.
- 3.3 The cancellation fee must be paid within 7 working days by bank transfer.
- 3.4 Non-payment of the cancellation fee may 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 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 for the safe removal of clinical 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 vacuum and washer hose reach.

### 8. Coronavirus

- 8.1 Clients must inform us as soon as possible where they, or a household member test positive for Coronavirus
- 8.2 Where this impacts an appointment, a cancellation fee will not be charged upon production of the following:
  - 8.2.1 Official notification of positive test
  - 8.2.2 Covid pass showing full vaccination including booster, OR
  - 8.2.2.1 Official notification of vaccination exemption

8.3 Where the above (8.2.1 plus 8.2.2 OR 8.2.1 + plus 8.2.2.1) cannot be provided and the notice period is less than 5 full days (120hrs), payment in full will fall due as set out in 3. Client Cancellations

## 9. Weather

9.1 We closely monitor weather forecasts and patterns for suitability to complete bookings.

9.2 Where inclement weather impacts a booking, we will offer to reschedule the booking or cancel without cancellation fee.

9.3 Decisions on weather suitability will not be made until the day of the booking due to forecast inaccuracies.

9.4 Clients will be offered alternative appointments in order of appointment time.

9.5 Any client impacted by weather on 3 or more attempts of the same appointment will receive a 10% discount.