



Terms & Conditions updated December 2018

GENERAL

Please make sure that your vehicle is in a safe area with enough room for us to operate around it.

Whilst every effort is made to ensure that valeting services are carried out to the highest standard and to the best of the Company's ability, according to the condition of a vehicle, the customer is advised to check the vehicle(s) on completion of valeting and that the work has been carried out to the standard and specification described.

It's not always possible to clean inaccessible parts.

We do not guarantee to remove stains. By their very nature they are not always able to be completely removed.

If there is any cause for dissatisfaction, the customer should point out the discrepancy to the Company's personnel, who will endeavour to correct it at that time and to the best of their ability.

No responsibility can be accepted by the Company for omissions/discrepancies detected after the Company's personnel have left the customers premises. Should the valet be carried out with the 'Customer not present' and the customer has cause for complaint, then, the customer is asked to contact the Company within 24 hours of the valet. Should the customer fail to adhere to this time scale then the Company may decline to rectify any omissions or discrepancies.

All vehicles are cleaned and valeted at the customers own risk

CONTENTS OF YOUR VEHICLE AND YOUR BOOKING

If you have booked a service, please remove all your personal belongings, or put them in a bag away from the vehicle prior to my arrival.

CGC Valeting & Detailing will not be held responsible for any damage or loss of unremoved personal possessions or items that remain in the car whilst we carry out a valet.

ENGINE BAY CLEANING

The engine bay can be cleaned at your request and your risk.

Please check with your dealer to ensure that your vehicle engine and all ancillary components are safe to clean and advise us of any alarms, immobilizers or other electronic components fitted, prior to the commencement of the cleaning process.

BABY SEATS

Child seats must be refitted by you, we will NOT be able to re-fit child seats under any circumstances.

VEHICLE SIZE

Our determination of the size category of your vehicle with regard to the price list shall be final and binding.

CANCELLATIONS

Please give us as much prior notice as possible in the event that you need to cancel your appointment.

A 50% charge of the booked appointment price will apply if we do not receive at least 48 hours notice.

This includes instances where we turn up to find the vehicle unavailable or you have forgotten your appointment.

In the unlikely event that your appointment has to be delayed or cancelled by us, we will contact you as soon as possible.

We will not be held liable for any consequential losses resulting from such delay or cancellation.

BAD WEATHER CONDITIONS AND YOUR BOOKING

If you have an undercover area or suitable garage, we can still valet your vehicle.

We will contact you by phone/SMS/media message to confirm cancellation and to re-schedule a more suitable appointment if required.

DAMAGES

We will not be held responsible for any damage to your vehicle arising from ill-fitting trim, loose or faulty parts, door mirrors held on with tape, etc.

Any paintwork that might be in poor condition like lacquer peeling or large stone chips, we cannot be held responsible for damage occurring

Please ensure you make us aware of any potential problems or damage before we start the valet.

BUSINESS INSURANCE

We have full liability Insurance cover up to £2,000,000.

PAYMENT TERMS

Our prices are based on valet type, location, type of car and condition of the vehicle and will be advertised as a FROM price.

Any price we quote is an estimate only and should be used as a guide and not a guarantee.

CGC Valeting & Detailing reserves the right to charge each vehicle according to its condition, the type of vehicle and the customer location.

CGC Valeting & Detailing reserves the right to amend any price during the valet should it differ from the original estimate, i.e. Excess pet hair, dirt, vomit, blood, food waste, spillage etc.

All payments must be made on the day, upon completion of the service. Payment can be made by cash, bank transfer or debit/credit card.

Many thanks for reading

Chris



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