

Definitions The Company A&R Mobile Car Valeting, a business owned and operated by Andrew Cripps.

The Client – any customer who shall engage the services of The Company, whether once or regularly.

Standard Terms and Conditions

Services 1.1. All valeting services to any UK address are inclusive of chemicals, labour and insurance costs unless otherwise stated. Travel expenses may be charged if your location is outside the county of West Sussex, although the Company will disclose and agree any travel expense prior to the Client incurring any charges. **1.2.** 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 Client is advised to check the vehicle(s) on completion of valeting, before deemed acceptance that work has been carried out to the standard and specification described upon the Company's representative leaving the Client's premises on which the services were provided. If there is any cause for dissatisfaction, the Client should point out the discrepancy to the Company's personnel whilst they are on site, which 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 Client's premises. Should the valet be carried out with the 'Client not present' and the Client has cause for complaint, then, the Client is asked to contact the Company as soon as reasonably possible, at the most within 24 hours of the valet. Should the Client fail to adhere to this time scale then the Company may decline to rectify any omissions or discrepancies. **1.3.** As part of its policy to improve the quality of services, the Company reserves the right to alter specifications of any services without prior notice. **1.4.** If the Client fails to keep an appointment, or if the Client's vehicle is not available, a cancellation fee may be levied if less than 24 hours prior notice is received by the Company from the Client. The cancellation fee is 50% of the service booked or £20, whichever is the greater. **1.5** Whilst the Company will endeavour to comply with any quotation or estimate given, vehicles in extremely poor condition will attract an extra charge **1.6.** The Company reserves the right to modify its pricing schedule or any quotation without prior notice **1.7.** The Company will not take any responsibility for any personal items left in the vehicles **Payment 2.1.** In the absence of approved credit facilities, payment in full is due on completion. The Company reserves the right not to release a Vehicle back into the Client's possession until payment is made in full. **2.2.** Payment may be made by cash, cheque, Bank transfers or A&R Gift Vouchers. **2.3.** Before credit facilities can be approved, the Client will provide the Company with full address, telephone/fax number, e-mail address and contact name of its accounts department. **2.4.** Where credit facilities exist, payment in full is required within 7 days from date of invoice unless otherwise agreed. **2.5.** Payments in any form, if returned or represented by the Company's bankers will incur an administration charge of £20 per transaction. **2.6.** Invoices outstanding beyond normal credit terms may be passed to a debt recovery agent, and will be subject to a surcharge of £100 per invoice outstanding. Such accounts will also be subject to any other costs involved in obtaining settlement. The Company reserves the right to charge interest at 8% over the Bank of England base rate on overdue accounts, in accordance with the Late Payment of Commercial Debts (Interest) Act 1998, if settlement is not within its agreed credit terms. Where preferential discounts have been given, if payment in full is not received by the due date, these discounts will automatically be disallowed. **2.7.** In any event, the Company, its agents or other persons employed/contracted by the Company, reserve the right to enter onto the Client's premises, property or land to repossess goods to the value of outstanding debts if payment is not made in accordance of Clause 2.6 above **Licenses 3.1.** Should it be required that a licence, permit, authorisation or permission be granted for valeting to be carried out at Clients premises, car park or other location, it is the responsibility of the Client to obtain any such licence, permission, authorisation or permit from the owner/operator of the premises, car park or other location. **3.2.** The Client will be responsible for any payments/fines/fixed penalty ticket to the owners/operators of any such location. If any vehicle owned or operated by the Company is disabled in any way at the Client's premises, car park or other location, the Client will be responsible for all costs involved in releasing the vehicle. **Working Areas 4.1.** In the interest of safety, the Company's insurers forbid it to valet vehicles in certain areas that may be hazardous. These can include on public roads, in public car parks, on construction sites and on oil or gas installations. It is therefore the Company's responsibility to check areas for safety, and valets will not be carried out should it consider that any area of work is unsafe. No compensation for any consequential loss, or any other form of loss, will be offered to the Client if a valet is cancelled for this reason. **5. Promotional and Event Service 5.1.** The Client should supply the Company with its Event briefing document at least 14 days prior to the event. **5.2.** The Client will ensure that uninterrupted power supply is available for the Event unless agreed otherwise. Both parties will agree valeting areas. All areas where valeting is to be carried out must be a safe working environment (see Clause 4.1 above). **5.3.** Manpower is supplied subject to the Client's brief. In the event that the number of vehicles changes below that on the Client's briefing document, the Company reserves the right to charge the Client for the full daily rate per person. In the event that the Client's Event finishes earlier than briefed, or the Company's valeting services are no longer required, the Company reserves the right to charge the Client its full daily rate per person. **5.4.** In the event that the Client's Event is cancelled for whatever the reason, within 7 days of the event, the Company reserves the right to charge its full daily rate per person to cover lost revenue. In the event overnight accommodation is required by the Company's personnel due to early start or late finish, the Client would be responsible for all costs involved for hotel accommodation. **5.5.** Invoices for Promotional and Events services will be settled within 14 days of invoice. **Gift Vouchers 6.1.** The Company will provide Gift Voucher when requested. **6.2** Payments must be received and cleared before a Gift Voucher will be issued. **6.3** Gift Voucher may be used as full or part payment for any of the Company's services. Any difference in value between Gift Voucher tendered and services supplied must be paid in accordance with Clause **2.2.** **6.4** Gift Voucher are usually valid 6 months from date of issue, or in any event only until the expiration date on the Gift Voucher. If the Gift Voucher expires before the valet is completed, no refund will be given. **6.5** The Gift Voucher has no monetary value **6.6** Gift Voucher must be valid and presented to the Company on the date of valeting.