

# The Washbay Limited...

## ...PROFESSIONAL CAR VALET SERVICES

The terms and conditions found within this document bind you (the client) to the valet of vehicle(s) from us (The Washbay Limited). Once you have read and agreed to the terms and conditions of services as contained within this document, you are then legally bound by it.

### Quotations

- Quotations are based upon costs prevailing at the time the quotation is given and in accordance with the details provided by the customer. Any subsequent additions, deletions or amendments will require a new quotation to be given.
- Unless otherwise stated such quotations will remain valid for a period not exceeding 28 days and are subject to availability at the time of quotation.

### Booking

- Bookings can be made by the client(s) via telephone, email or our website [www.thewashbay.co.uk](http://www.thewashbay.co.uk)
- Bookings will be confirmed to the client(s) once an email confirming the details of the booking has been received.
- Unless otherwise stated quotations will not include the payment of parking fees, where applicable.
- All prices are subject to 20% VAT

### Payment

- Contract accounts only, terms are strictly 30 days, non account customers, strictly 7 days, from date of invoice.
- Payments made out with the strict terms will be subject to a 10% surcharge.
- Payments can be made by electronic bank transfer, credit/debit card or cheque by posting to our registered address.
- Payments made by electronic bank transfer should be made to the account details on the invoice.
- All credit / debit card payments are subject to a 5% surcharge.
- The charge on the client(s) credit/debit card statement will be shown as The Washbay Limited.

### Cancellation

- Cancellation within 24 hours of services booked – 100% charge applied.
- Cancellation within 48 hours of services booked – 50% charge applied.
- In the event that the customer does not inform or turn up – 100% charge applied.
- In the event of a booking being cancelled by the client(s) all cancellations must be notified by email or telephone.
- In the event of a booking being cancelled by The Washbay Limited then a full refund of any monies paid at the date of cancellation will be refunded to the client(s) by bank transfer, credit/debit card or company cheque within 30 days.

### Insurance

- The Washbay Limited employees are fully insured for driving client's vehicles.

### Complaints

- We trust that you will have no cause to complain, but in the event of this being necessary, it must be done, in writing, as soon as possible and, in all events, within 14 days.

If you are unclear with regards to any of the terms and conditions stated above then please do not hesitate to contact The Washbay Limited for clarification.

### Terms and Conditions

- Whilst The Washbay Limited will do our utmost to ensure our pick up services are punctual, you will understand that we cannot accept responsibility for delays caused by circumstances out with our control.
- The Washbay Limited will abide with all traffic and parking laws and will not and should not be instructed to break any laws to suit your needs.
- Any parking contraventions or parking penalty charges incurred through the direct intervention and order of the client(s) will result in the client(s) being liable for any resulting charges.
- All client(s) properties and valuables are left entirely at the client(s) own risk and The Washbay Limited shall not be held responsible/liable for any loss/damage to such property.
- By supplying your email address or telephone number you permit The Washbay Limited to contact you via email or telephone, in return we promise never to supply your email address or telephone number to any third party unless requested to do so by the client(s).
- Nothing contained in these terms and conditions affect the client(s) statutory rights.