

Failure to Show Policy

Please read this following document to your best ability so there are no mistakes to be made.

Any questions please feel free to contact us via harvey@harveys-cds.co.uk we will help you where we can as always.

On arrival of our technician they will always complete the following instructions, if the client isn't already waiting for them at the door then they will head to the front door or door of access and knock or ring the doorbell to ensure that the client knows that the technician has arrived ready to complete the service they has been booked.

If there is no answer to the first call of action then the technician will wait 5 minutes and head back to the door and proceed to knock or ring again, if this has not worked they will try again in another 5-10 minutes.

Our final call of action is to message the client, this is either by social media or via the number/email they have provided us with prior to the booked appointment.

If none of this works to get the clients attention, the technician will remain at the address until 15 minutes after the services should have started, if between that time the client still does not show, then the technician will leave.

Disclaimer - If this happens more than once then the client will be blacklisted from booking a valet in as we are not about time wasters.

If deposits have been made then please head to the following link and go to the bottom of the page where you can find the [Cancellation & Deposit Policy](#).