

Cancellation & Deposit Policy

To secure your booking, a **25% non-refundable deposit**, this deposit is put in place to cover my back for when a booking is potentially cancelled resulting in a day without work, especially on large jobs.

Your scheduled booking will not be confirmed until the deposit payment has successfully been received into the bank account provided, if this is not fulfilled within **24 hours** you will risk losing the timeslot.

If you cancel your booking more than **72 hours** prior to the scheduled date, the deposit may be transferred to a new date. (*) This transfer will only be permitted once and must be arranged within **31 days** from cancellation.

In the unlikely event that I must cancel your service your deposit will be refunded in full within **24 to 48 hours** after the client has been informed. In the event that you are still looking to have your service completed as close to your timeslot as possible, I may be able to provide your details to a local valeter/detailer who may be able to accommodate your service into their schedule. Otherwise, rescheduling with myself is always an option if that still works for yourself (*).

Bank Details:

Business Account (Lloyds)

Harveys Cleaning and Detailing Services

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