



## **Harvey's Cleaning & Detailing Services 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](mailto: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 1 hour 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.



The following steps are when the technician is back home, they will sort the following out to get the client on the correct way to getting sorted.

The following are how we work out the extra charges following the failure to show;

- If the client has paid prior to the service then an extra charge will be invoiced to the client, this is dependent on the travel and the time the technician was there, it will always be upwards of £10. (The client will not get back their original payment as this follows under the [Refund Policy](#), which states that services are non-refundable)
- If the client has not paid prior the booking and will should have paid after the service has taken place then the client will be invoiced the original price of the valet with 0% Discounts and a failure to show fee will be added on top, again this is dependent on travel and the time the technician was there, this will be upwards of £10, this is required to be paid if not then every 7 days 6.7% interest will be added on top of the valet payment.
- Final option is if the client wishes to reschedule the client will pay the full amount with whatever discount was on the valet beforehand, however the extra failure to show charge will still be added on top from upwards of £10, this is also dependent on travel.