

Snikrep Autocare — Booking and Cancellation Policy

Snikrep Autocare

91 Excelsior Way
Sileby
Loughborough
Leicestershire
LE12 7XE

Telephone: 01509 351062

Email: info@snikrepautocare.co.uk

Website: www.snikrepautocare.co.uk

This policy applies to appointments booked by telephone, email, WhatsApp, Facebook, through our website or by any other agreed communication method.

1. Making a Booking

To arrange an appointment, customers may be asked to provide:

- Full name
- Contact telephone number
- Email address, where applicable
- Vehicle registration number
- Vehicle make and model
- Vehicle location
- Details of the service or repair required
- Details of any known faults, symptoms or warning lights
- Any other information reasonably required to assess or arrange the work.

Customers are responsible for providing accurate and complete information.

A booking is considered confirmed once Snikrep Autocare has agreed to the appointment date, approximate arrival time or appointment window, location and requested work.

Appointment times and arrival windows are estimates. They may be affected by traffic, weather, previous appointments, emergency work, parts availability or circumstances outside our reasonable control.

We will make reasonable efforts to inform customers of significant delays.

2. Quotations and Estimates

Any quotation or estimate will be based on the information available at the time.

An **estimate** is an approximate indication of cost and may change if additional work, faults, parts or labour are identified.

A **quotation** is based on the work and parts specified when it is issued. Additional chargeable work will not be carried out without the customer's approval.

Unless otherwise stated, quotations are valid for **14 days** and remain subject to parts availability and supplier price changes.

3. Parts Policy

Snikrep Autocare does not fit customer-supplied parts under any circumstances.

All parts required for servicing, maintenance and repairs must be sourced and supplied by Snikrep Autocare.

This enables us to verify part suitability and compatibility, maintain appropriate quality standards and provide clear warranty support where applicable.

Customers should not purchase parts for an appointment unless specifically requested in writing by Snikrep Autocare.

Customer-supplied parts brought to an appointment will not be fitted. Applicable call-out, attendance, inspection, diagnostic, labour or cancellation charges may remain payable.

4. Deposits and Advance Payments

A deposit or advance payment may be required for:

- Special-order parts;
- High-value parts;
- Larger repairs;
- Work requiring a significant advance commitment; or
- Other circumstances explained before the booking is confirmed.

Any required deposit and applicable conditions will be explained before payment is requested.

Where parts have been ordered specifically for a customer, cancellation may result in reasonable costs being deducted or charged where permitted by law.

Breakdown and non-start call-out fees are subject to the separate advance-payment terms set out below.

This does not affect the customer's statutory rights.

5. Breakdown and Non-Start Call-Out Payments

Breakdown and non-start call-out fees are payable in full when the booking is confirmed and before Snikrep Autocare travels to the customer's location.

The fee covers attendance within the agreed service area and the initial assessment included within the booked service. Additional diagnostics, labour, parts, repairs, specialist testing, recovery or transportation are charged separately unless expressly included within an agreed quotation.

Any additional chargeable work will be discussed with and authorised by the customer before proceeding.

If the booking is cancelled, or attendance cannot proceed because of circumstances within the customer's reasonable control, any refund or amount retained will be assessed in accordance with this policy and will reflect any services already provided and reasonable costs or losses incurred.

Any advance payment retained will be taken into account when calculating an applicable attendance charge, and the customer will not be charged twice for the same cost or loss.

If Snikrep Autocare is unable to attend, the customer will be offered a full refund or the option to transfer the payment to a rearranged appointment.

6. Cancelling or Rearranging an Appointment

Customers should provide at least **24 hours' notice** when cancelling or rearranging an appointment.

Cancellations can be made by:

Telephone: 01509 351062

Email: info@snikrepautocare.co.uk

WhatsApp: Snikrep Autocare business account

Customers should provide their name, vehicle registration number and appointment details when cancelling or rearranging.

Cancellations made with less than 24 hours' notice may incur a cancellation charge of **up to £35**, reflecting reasonable costs and losses incurred.

Any cancellation charge will be considered individually and will not exceed the reasonable loss or costs arising from the cancellation.

7. Missed Appointments and Unsuccessful Attendance

An attendance or call-out charge, together with any reasonable costs already incurred, may remain payable where:

- The customer or vehicle is unavailable at the agreed location;
- The customer does not attend the appointment;
- We cannot access the vehicle;
- We cannot contact the customer;
- The customer provides an incorrect or incomplete address;
- Materially incorrect or incomplete vehicle information has been provided;
- Customer-supplied parts are presented for fitting;
- The working location is unsuitable or unsafe;
- The vehicle cannot be safely accessed; or
- Work cannot proceed because of circumstances within the customer's reasonable control.

Where an unsuccessful attendance charge applies, the following rates will normally be charged based on the distance from Snikrep Autocare's business address in Sileby:

- **Within approximately 10 miles of Sileby: £40**
- **Between 10 and 15 miles from Sileby: £50**
- **More than 15 miles from Sileby: quoted individually**

These charges reflect the time and costs associated with travelling to and attending the agreed location.

Any additional reasonable costs already incurred, including specially ordered parts or other non-recoverable expenses, may also be payable where permitted by law.

Any charge will be assessed reasonably and may be reduced where Snikrep Autocare is able to avoid or recover the relevant loss or costs.

8. Suitable Working Area

Customers must provide a safe, legal, reasonably level and suitable working area with sufficient space around the vehicle.

Work may be refused, postponed, suspended or stopped where conditions are unsafe or unsuitable, including:

- Unsafe roadside locations;
- Heavy or fast-moving traffic;
- Insufficient working space;
- Unstable, soft, uneven or excessively sloped ground;
- Severe or unsuitable weather;
- Inadequate lighting;
- Hazardous surroundings; or
- Conditions preventing the safe lifting, support, inspection or repair of the vehicle.

Where attendance has already taken place and work cannot proceed because the location or conditions are unsuitable, the applicable attendance charge set out in this policy may remain payable.

9. Service Charges

Our current standard charges include:

- **Standard labour: £65 per hour;**
- **Out-of-hours labour: £85 per hour**, comprising the standard labour rate plus a £20-per-hour premium;
- **Breakdown/non-start call-out: £80;** and
- **Diagnostic service: £70**, covering up to one hour of diagnostic time unless otherwise stated.

Parts, additional labour, specialist testing, consumables, environmental charges and other agreed costs are charged separately where applicable.

Prices will be confirmed before work begins and may be included within a quotation where appropriate.

10. Consumer Cancellation Rights

Where applicable, customers will be provided with information regarding any statutory cancellation rights before the booking is confirmed.

11. Agreement

By confirming a booking, the customer acknowledges that they have been given the opportunity to review this policy and Snikrep Autocare's Terms of Business.

Nothing in this policy limits or removes the customer's statutory rights.