SNIKREP AUTOCARE

BOOKING AND CANCELLATION POLICY

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

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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 requested work
- Details of any known faults, symptoms or warning lights

- Details of any modifications or non-standard equipment
- Any other information reasonably required to assess or arrange the work

Customers are responsible for ensuring that all information provided is accurate and complete.

The customer must ensure that:

- The vehicle is legally and safely accessible.
- A safe, legal, reasonably level and suitable working area is available.
- Sufficient space exists around the vehicle to carry out the work safely.
- Any required keys, wheel nut keys, security keys, immobiliser information or security codes are available.

The customer, or an authorised representative aged 18 or over, should be available during the appointment where reasonably required.

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

Customers will normally be provided with a one-hour estimated arrival window.

Arrival windows are estimates only and may be affected by traffic, weather conditions, emergency breakdowns, previous appointments, parts availability or circumstances outside Snikrep Autocare's reasonable control.

Snikrep Autocare will make reasonable efforts to notify customers of significant delays where possible.

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2. Quotations and Estimates

Any quotation or estimate is based on the information available at the time it is issued.

An estimate is an approximate indication of likely costs and may change if:

- Additional faults are identified.
- Additional labour becomes necessary.
- Further parts are required.

- Vehicle condition differs from information previously supplied.

A quotation is based on the work and parts specified when it is issued.

No additional chargeable work will be carried out without customer authorisation.

Labour calculations may be based upon recognised manufacturer standard repair times, industry-standard labour guides, technician experience and the practical requirements of carrying out work safely and correctly.

Quotations remain valid for 14 days unless otherwise stated.

All quotations remain subject to parts availability and supplier price changes.

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3. Diagnostics and Fault Finding

Snikrep Autocare reserves the right to perform its own inspection, testing and diagnostic procedures before recommending or replacing any component.

Parts will not normally be replaced solely because a customer requests it.

Customer opinions, online research, fault-code scans or diagnoses supplied by third parties do not constitute confirmation that a particular component has failed.

Fault codes alone do not necessarily identify a failed component.

The standard diagnostic charge is £60 and covers up to one hour of diagnostic investigation unless otherwise stated.

Additional diagnostic time may be charged at the applicable labour rate.

Diagnostic work does not guarantee that every fault can be identified during the initial appointment.

Additional faults may become apparent during diagnosis, testing, repair or subsequent use of the vehicle.

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4. Parts Policy

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

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

Where a customer believes a particular part is required, this should be discussed with Snikrep Autocare so that appropriate diagnostic procedures can be carried out and suitable parts sourced where necessary.

This policy enables Snikrep Autocare to:

- Verify suitability and compatibility
- Maintain quality standards
- Support warranty claims effectively
- Reduce the risk of incorrect diagnosis and unnecessary repairs

Where customer-supplied parts are presented for fitting, any applicable attendance, diagnostic, labour or unsuccessful attendance charges may remain payable.

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5. Deposits and Advance Payments

Snikrep Autocare does not normally require deposits or booking fees for standard appointments.

However, advance payment, deposits or prepayment may be required for:

- Same-day breakdown or non-start attendances
- Out-of-hours appointments
- Special-order parts
- High-value parts
- Larger repairs
- Other circumstances explained prior to booking confirmation

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

Where parts have been ordered specifically for a customer and cannot reasonably be cancelled, returned or reused, reasonable costs already incurred may remain payable, subject to statutory rights.

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6. Cancellations, Missed Appointments and Unsuccessful Attendance

Customers should provide as much notice as reasonably possible when cancelling or rearranging an appointment.

Reasonable costs already incurred may remain payable where:

- Special-order parts have been purchased.
- Non-returnable parts have been ordered.
- Other non-recoverable expenditure has already been incurred.

An unsuccessful attendance charge may apply where:

- The customer is unavailable.
- The vehicle is unavailable.
- The customer cannot be contacted.
- Access to the vehicle cannot be obtained.
- Incorrect address details have been provided.
- Materially incorrect vehicle information has been supplied.
- Required keys, wheel nut keys or security information are unavailable.
- Customer-supplied parts are presented.
- The location is unsafe or unsuitable.
- Work cannot proceed because of circumstances within the customer's control.

The following charges normally apply:

- Within approximately 10 miles of Sileby: £40
- Between 10 and 15 miles of Sileby: £50

Where the customer is present, unsuccessful attendance charges may be collected by card payment.

Where the customer cannot be contacted or is not present, an electronic invoice may be issued and payment will be due immediately upon receipt.

Any additional reasonable costs already incurred may also remain payable where permitted by law.

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7. Same-Day Breakdown and Non-Start Attendance

Customers requiring attendance on the same day may request Snikrep Autocare's same-day breakdown or non-start attendance service, subject to availability.

The attendance fee is £80 and is payable before Snikrep Autocare travels to the customer's location.

The £80 fee includes:

- Attendance within the service area
- Initial inspection
- Initial assessment
- Up to one hour of labour

Attendance does not guarantee diagnosis, repair, recovery, restarting or restoration of roadworthiness.

Labour beyond the first hour will be charged as follows:

- £55 per hour during normal business hours
- £75 per hour during out-of-hours periods

Additional diagnostics, labour, specialist testing, repairs and parts are charged separately unless expressly included within an agreed quotation.

If Snikrep Autocare is unable to attend a prepaid breakdown appointment, the customer will be offered either:

- A full refund; or

- Transfer of the payment to a rearranged attendance

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8. Towing and Recovery Assistance

Snikrep Autocare may provide limited towing or recovery assistance where considered safe, practical and lawful.

Recovery may be carried out using:

- A towing pole
- A towing strap

The maximum vehicle kerb weight that may be towed is 1,340kg.

Vehicles exceeding this limit will not be towed.

The customer must remain with and remain responsible for the recovered vehicle throughout the recovery operation and must follow all reasonable instructions provided.

Recovery services are charged at the applicable labour rate.

A minimum charge of one hour applies.

Following the first hour, recovery services are charged in 30-minute increments.

Snikrep Autocare reserves the right to refuse recovery where conditions are unsafe, unsuitable, uninsured or outside equipment limitations.

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9. Suitable Working Conditions

Customers must provide a safe, legal and suitable area in which work can be carried out.

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

- Unsafe roadside locations
- Motorways
- Live carriageways

- Dangerous verges
- Heavy or fast-moving traffic
- Unstable, uneven or excessively sloped surfaces
- Severe weather conditions
- Inadequate lighting
- Hazardous surroundings
- Excessively contaminated vehicles
- Unsafe vehicle condition
- Aggressive, abusive or threatening behaviour

Where attendance has already taken place and work cannot proceed because conditions are unsuitable, the applicable attendance charge may remain payable.

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10. Services Not Offered

Unless otherwise agreed in writing, Snikrep Autocare does not normally undertake:

- Timing belt replacement
- Timing chain replacement or repair
- Clutch replacement or repair
- Transmission or gearbox repairs
- Glass repair or replacement
- Tyre replacement or tyre fitting
- Repairs requiring a hydraulic press
- Vehicle modifications
- Vehicle performance tuning
- Vehicle customisation

Snikrep Autocare reserves the right to decline any work considered outside the services offered.

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11. Equipment Limitations and Specialist Work

As a mobile vehicle repair business, Snikrep Autocare operates using equipment suitable for mobile working environments.

Certain repairs require specialist workshop facilities, vehicle lifts, presses, wheel alignment equipment, manufacturer-specific tooling or other specialist equipment not available during mobile operations.

Snikrep Autocare reserves the right to refuse, postpone or discontinue work where:

- Appropriate equipment is unavailable.
- Mobile working conditions are unsuitable.
- Manufacturer procedures cannot be followed correctly.
- The repair cannot be completed safely.
- The work falls outside the services offered.

Where work falls outside the services offered, recommendations to specialist repairers may be provided as a courtesy.

Snikrep Autocare accepts no responsibility for work undertaken by third-party repairers or service providers.

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12. Battery, Radio and Electronic Systems

Certain vehicles require security codes, battery registration, programming or adaptation procedures following battery replacement or battery disconnection.

Customers are responsible for ensuring that any required security or activation codes are available before work begins.

Additional charges may apply where manufacturer-specific programming, coding or registration procedures are required.

Snikrep Autocare is not responsible for the loss of radio presets, navigation data, Bluetooth pairings, dashcam recordings or similar stored information resulting from battery disconnection except where liability cannot legally be excluded.

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13. Consumer Cancellation Rights

Where applicable, customers will be provided with information relating to statutory cancellation rights before a booking is confirmed.

Nothing in this policy affects any rights available under consumer protection legislation.

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14. Agreement

By confirming a booking, authorising work or allowing work to proceed, the customer confirms that they have had the opportunity to review:

- This Booking and Cancellation Policy
- Snikrep Autocare's Terms of Business
- Any applicable quotation or estimate

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