

Snikrep Autocare — Booking and Cancellation Policy

Snikrep Autocare

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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 will 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; and

Any other information reasonably required to assess or arrange the work.

Customers are responsible for providing accurate and complete information.

The customer must ensure that the vehicle is legally and safely accessible at the agreed location and that a safe, legal, reasonably level and suitable working area with sufficient space around the vehicle is available.

Where required for the booked work, customers must make available any vehicle key, locking-wheel-nut key, wheel-security key, security code or other item reasonably required to carry out the work.

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. Booking Fees

A booking fee is payable when a normal future appointment is confirmed. The applicable booking fee is determined by the customer's location in accordance with the Standard and Extended Service Areas shown on the Snikrep Autocare website.

Standard Service Area: £40;

Extended Service Area: £50.

The booking fee is an advance payment towards the agreed work and will be deducted from the customer's final invoice. It is not an additional charge on top of the agreed cost of the work.

Where a booking is cancelled or rearranged with more than 24 hours' notice, the booking fee will be refunded in full.

Where a booking is cancelled with less than 24 hours' notice, the applicable £40 or £50 booking fee may be retained as the cancellation charge. Any booking fee retained for this reason will not be charged again.

Where Snikrep Autocare attends the agreed location but the appointment cannot proceed for a reason covered by Section 6 of this policy, the booking fee already paid will be credited against the applicable unsuccessful attendance charge. The customer will not be charged the same amount twice.

The Standard and Extended Service Areas are shown on the Snikrep Autocare website and may be updated from time to time.

3. 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.

4. 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.

Customers must not purchase or supply parts for an appointment for fitting by Snikrep Autocare. Where a customer believes a particular part is required, this should be discussed with Snikrep Autocare so that the part can be sourced and supplied by us.

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

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

5. Deposits and Advance Payments

A deposit or additional 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 or additional advance payment and applicable conditions will be explained before payment is requested.

The normal £40 or £50 booking fee is separate from any additional deposit or advance payment required for special-order parts, high-value parts or larger repairs.

This does not affect the customer's statutory rights.

6. Cancellations, Missed Appointments and Unsuccessful Attendance

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

Cancellations or rearrangements made with more than 24 hours' notice will receive a full refund of the applicable booking fee.

Cancellations made with less than 24 hours' notice may result in the applicable £40 or £50 booking fee being retained as the cancellation charge.

An unsuccessful attendance 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 charges will normally apply 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.

The booking fee already paid will be credited against the applicable unsuccessful attendance charge. The customer will not be charged the booking fee and the same unsuccessful attendance charge twice.

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.

7. Same-Day Breakdown and Non-Start Call-Outs

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

The same-day breakdown/non-start call-out fee is £80 and is payable in full when the booking is confirmed and before Snikrep Autocare travels to the customer's location.

The £80 fee covers attendance within the agreed service area, an initial inspection and assessment of the reported fault, and up to one hour of labour.

The £80 same-day breakdown/non-start call-out fee is separate from the normal £40 or £50 booking fee. It is not credited against any subsequent repair invoice.

If the customer is able to wait for an appointment on another day instead of requiring same-day attendance, the normal £40 or £50 booking fee will apply according to the customer's location.

If Snikrep Autocare attends under the £80 same-day breakdown/non-start service but the repair cannot be completed that day, including because required parts are unavailable, a further

appointment may be arranged to complete the repair. No further booking fee will be charged for that subsequent appointment, and the original £80 fee will not be credited against the final repair invoice.

Attendance does not guarantee that the vehicle can be repaired, restarted or made roadworthy at the roadside or customer's location.

Additional diagnostic time, labour beyond the first hour, parts, repairs or specialist testing are charged separately unless expressly included within an agreed quotation.

Snikrep Autocare does not provide, arrange or recover vehicles by means of recovery, towing or transportation services. Any recovery or transportation required is the customer's responsibility to arrange separately.

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

If Snikrep Autocare is unable to attend a prepaid same-day breakdown/non-start appointment, the customer will be offered a full refund of the £80 fee or the option to transfer the payment to a rearranged same-day attendance.

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 unsuccessful attendance charge set out in this policy may remain payable. Any booking fee already paid will be credited against that charge.

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;

Same-day breakdown/non-start call-out: £80, covering attendance and up to one hour of labour; 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. Battery, Radio and Infotainment Systems

Some vehicles require a radio, infotainment, security or activation code after the vehicle battery has become flat, discharged or has been disconnected during diagnosis, inspection, repair or other agreed work.

Customers are responsible for ensuring that any required radio, infotainment, security or activation code is available before work begins where the battery may need to be disconnected.

Snikrep Autocare will not be responsible for loss of use of a radio, infotainment system or similar equipment where a security or activation code is required following battery discharge or battery disconnection and the customer has not provided the required code, except where liability cannot lawfully be excluded.

11. Consumer Cancellation Rights

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

12. 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.