

Bookings, Cancellation & Deposit Terms and Conditions (Updated for 2025)

1. General Overview

At TH Detailing Ltd, we understand that plans can change, and we strive to accommodate our customers whenever possible. However, due to the nature of our services, cancellations and no-shows can impact our schedule and business operations. This policy outlines our cancellation terms to ensure fairness for both our customers and our team.

2. Deposits and Booking

2.1. All bookings require a 50% deposit to secure your appointment. This deposit confirms your commitment to the scheduled service and allows us to allocate the necessary resources for your vehicle.

2.2. Deposits must be paid within 48 hours of requesting the booking. Failure to pay within this timeframe will result in automatic cancellation of your appointment without notice.

2.3. Deposits are strictly non-refundable, except where explicitly stated in our exceptions policy (see Section 6).

2.4. If you cancel your appointment at least 14 days before the scheduled time, your deposit can be transferred to a future booking within 30 days of the original appointment date. After 30 days, any unused deposit will be forfeited.

2.5. Deposits will be forfeited for cancellations made less than 14 days before your appointment, and for no-shows (see Section 3).

2.6. The deposit will be deducted from the total cost of your service. The remaining balance is due upon completion of the service, to be paid within 24 hours. Failure to do so will result in a debt collector being instructed to recover the monies owed.

2.7. If you wish to rebook following a cancellation (with less than 14 days' notice) or no-show, a new deposit or full payment in advance may be required at TH Detailing Ltd's discretion.

2.8. In cases of genuine emergencies or severe weather, TH Detailing Ltd may, at its sole discretion, transfer your deposit to a future booking or waive the forfeiture (see Section 6).

3. Cancellation Terms

3.1. Cancellations Made with at least 14 Days' Notice

- Deposit can be transferred to a future booking within 30 days.
- No refunds will be issued.

3.2. Cancellations Made with Less Than 14 Days' Notice

- Deposit is forfeited.
- Up to 100% of the agreed service cost and/or remaining balance may be billed to you and must be paid within 48 hours. Failure to pay will result in a debt collector being instructed.
- No refunds will be issued.

3.3. No-Shows

- Deposit is forfeited.
 - Up to 100% of the agreed service cost and/or remaining balance may be billed to you and must be paid within 48 hours. Failure to pay will result in a debt collector being instructed.
 - Future bookings may require full upfront payment at TH Detailing Ltd's discretion.
 - If no deposit was taken, you are still liable for up to 100% of the agreed service cost and/or remaining balance.
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4. Rescheduling Policy

- 4.1. Requests to reschedule must be made at least 72 hours before your appointment.
 - 4.2. Rescheduled appointments must be completed within 30 days of the original booking date to retain the deposit.
 - 4.3. Rescheduling is subject to TH Detailing Ltd's availability at the time of the request.
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5. Seasonal Considerations

- 5.1. Cancellations increase during winter due to weather. Customers are encouraged to notify us as early as possible if rescheduling is required.
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6. Exceptions

- 6.1. In exceptional circumstances (e.g., medical emergencies or severe weather), TH Detailing Ltd may, at its sole discretion, allow a deposit transfer or waive the cancellation fee.
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7. Cancellations or Rescheduling by Us

- 7.1. TH Detailing Ltd will make every reasonable effort to complete all services on the date agreed during your booking.
 - 7.2. We reserve the right to cancel or amend bookings only in exceptional circumstances, such as:
 - Severe weather conditions affecting service quality
 - Situations beyond our control (e.g., staff illness, equipment failure)
 - Vehicle condition is not as described and requires additional work or time
 - 7.3. Refunds of booking fees will be allocated at TH Detailing Ltd's discretion, depending on the circumstances.
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Important Notice:

Please read these terms carefully before proceeding with the service. If you have any questions, require further clarification, or need additional information, feel free to contact us at 01384 929075 or via email at tom@thdetailing.co.uk.