



## Scheduled Vehicle Works Cancellation Policy 2023

Our goal is to provide quality works to a high standard for all our customers in a timely manner. No-shows, late arrivals, and cancellations inconvenience not only our suppliers, but other customers too. Please find below our policy with regard to missed appointments.

### Vehicle Works Cancellation:

When you book a time slot for your vehicle, you are holding a space in our calendar that is no longer available to our other customers. In order to be respectful of your fellow customers, please call Mick or Alan as soon as you know you will not be able to make your appointment.

If cancellation is necessary, we require that you call at least 24 hours in advance. Time slots in high demand, namely those between the hours of 6am – 8am and 4pm to 6pm, and your advanced notice, will allow another customer access to that time slot.

### How to Cancel Your Appointment:

If you need to cancel your time slot, please call Mick on 07889 909527 during our normal business hours (6am to 6pm) or Alan (Mon-Thu 9am-5pm only) on 07932 324412. If necessary, you may leave a detailed voicemail message. We will return your call as soon as possible.

Outside of these hours, there is a manned answerphone service which you may leave a detailed voicemail message. We will return your call as soon as possible.

### Late Cancellations / No shows:

- I. A cancellation is considered late when the appointment is cancelled less than 24 hours before the appointed time. A no-show is when a customer misses an appointment without cancelling and or a vehicle is not present when a member of our team attends a customer location and the vehicle is not present. In either case, we will charge the customer a minimum £60 missed appointment fee.
- II. Should the late cancellation / no show time slot be for a specific task, such as a 6-weekly vehicle safety inspection, then the customer will be charged for this work in full. No kit will be charged, and the onus to rebook the work, the sole responsibility of the customer. Mick Foden Commercials Limited accepts no liability for works that are required by law, but not completed.



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### Unavoidable no shows:

In the event of a true, unavoidable emergency, then all or part of your cancellation costs may be waived. Should no evidence be forthcoming in this situation within 72 hours (3 days) then Mick Foden commercials Limited will automatically make the decision to enforce any and all costs.

### 3<sup>rd</sup> Party Fees – including, but not limited to MOT's, Brake Tests and Smoke Tests:

In the event that a cancellation is made, and a 3<sup>rd</sup> party has been booked to complete a task as part of the job, then the customer may still be liable to pay these costs in full.