



Harvey's Cleaning & Detailing Services Cancellation Policy

We will provide our service in both wet and dry weathers however if you have requested or paid online for ceramic coating or machine polished resin, the following points will apply: (please read carefully)

- If you have requested Ceramic Coating or machine polished resin online for a cash payment then your invoice provided on the arrival of our technician, it will not be listed on your invoice.
- If you have requested a Ceramic Coating or machine polished resin online and have made an online payment prior to the arrival of our technician, your refund of the listed extra will be made in full within the following 24 hours after the wash.
- If you have chosen any of the previous options for the Ceramic Coating or machine polished resin and you still wish to have this completed, please make sure you have contacted us via our business mobile number or via WhatsApp, to let us know that you are able to provide an indoor facility to fulfil the Ceramic Coating or machine polished resin dependant on the weather conditions.

*Please remember that all stated above is only to do if the weather is not suitable for the ceramic coating or machine polishing to go ahead on your vehicle outside open to the elements.

Due to the amount of time it takes to perform top quality services and the size of our operation, cancellations and rescheduled appointments have a lasting effect. For this reason, if you need to cancel or reschedule, please do so at least **72 hours in advance** of your appointment so we can fill the time slot and you are able to avoid our cancellation fee of 25% of the original cost of the valet (Excluding Discounts), however if you do not give us enough notice and you leave it to **24 hours of the booking**, we will charge for 75% of the original cost of the valet (Excluding Discounts) and finally if you decide to leave it **less than 24 hours of your booking** then we will charge you 100% of the original cost of the valet (Excluding Discounts), with a cancellation fee of £15 on top, if you do not pay, a £5 late payment fee will be added on in increments of 7 days. Finally if this is not paid within 30 days, it will be passed onto a credit agency.