

**AUTOVALET
STANDARD TERMS & CONDITIONS**

- a) Payment in full within 30 days from date of invoice unless otherwise notified. Customers will provide the full address, telephone/fax number, e-mail address and contact name of your accounts department.
- b) Invoices outstanding beyond normal credit terms will be passed to a debt recovery agent, and will be subject to a surcharge of £100 per invoice outstanding. Such accounts will also be subject to any other costs involved in obtaining settlement. We reserve the right to charge interest at 8% over base rate on overdue accounts, in accordance with the Late Payment of Commercial Debts (Interest) Act 1998, if settlement is not within our agreed credit terms. Payments returned or represented by our bankers will incur an administration charge of £25 per transaction. Where preferential discounts have been given, if payment in full is not received by the due date, these discounts will automatically be disallowed.
- c) In any event, we, our agents or other person's employed/contracted by us, reserve the right to enter onto the customer's premises, property or land to repossess goods to the value of outstanding debts if payment is not made in accordance of ii above.
- d) All valeting services to any UK address are inclusive of chemicals, travel, labour and insurance costs unless otherwise stated.
- e) Whilst every effort is made to ensure that valeting services are carried out to the highest standard and to the best of our ability, according to the condition of a vehicle, clients are requested to check their vehicle(s) on completion of valeting before signing invoices or work schedules, that work has been carried out to the standard and specification described. If there is any cause for dissatisfaction, clients are asked to point out the discrepancy to the Operator, who will endeavour to correct it at that time and to the best of their ability. No responsibility can be accepted by the company for omissions/discrepancies detected after the Operator has left the clients premises. Should the valet be carried out with the 'Client not present' and the client has cause for complaint, then, the client is asked to contact the company within 24 hours of the valet. Should the client fail to adhere to this time scale above then the company may decline to rectify any omissions or discrepancies
- f) As part of our policy to improve our services, we reserve the right to alter specifications of any services without prior notice.
- g) Payment for valeting services will be made on completion of the work unless you have an approved credit account. We reserve the right not to release a vehicle back into the customer's possession until payment is made in full.
- h) Clients failing to keep appointments for whatever the reason or a client's vehicle is not available, they may be subject to a cancellation fee (currently 50% of the cost of the service booked). If a client is required to cancel an appointment for whatever reason, at least 24 hours notice is required or a fee, as above, will be levied.
- i) Whilst the company will endeavour to comply with any quotation or estimate given, vehicles in extremely poor condition will attract an extra charge.
- j) **Pricing:** Autovalet reserves the right to modify its pricing schedule or any quotation without prior notice.
- k) **Licenses:** Should it be required that a licence, permit, authorisation or permission be granted for valeting to be carried out at clients premises, car park or other location, it is the responsibility of the client to obtain any such licence, permission, authorisation or permit from the owner/operator of the premises, car park or other location. The client will be responsible for any payments/fines/fixed penalty ticket to the owners/operators of any such location. If any vehicle owned or operated by Autovalet is disabled in any way at client's premises, car park or other location, the client will be responsible for **ANY** costs involved in releasing the vehicle.
- l) **Working Areas:** In the interest of our safety, our insurers forbid us to valet vehicles in certain areas which may be hazardous, these include on public roads, in public car parks, in construction sites. It is therefore the company's responsibility to check areas for safety and valets will not be carried out should we consider that any area of work is unsafe.
- m) **Promotional & Event Services:** Client's should supply Autovalet with their event briefing document at least 14 days prior to the event. Clients will ensure that uninterrupted power and water supplies are available on events unless agreed otherwise. Both parties will agree valeting areas. All areas where valeting is to be carried out must be a safe working environment (see paragraph l above). Manpower is supplied subject to the client's brief. Should the number of vehicles change below that on the clients briefing document, we reserve the right to charge the client for the full daily rate per man. Should the client's event finish earlier or our valeting services are no longer required, we reserve the right to charge our client our full daily rate per man. Should the client's event be cancelled for whatever the reason, within 7 days of the event, we reserve the right to charge our full daily rate per man to cover lost revenue. Should over night accommodation be required by the valeting team due to early start/late finish, the client would be responsible for all costs involved for hotel accommodation. Invoices for promotional & events services will be settled within 14 days of invoice.
- n) **Gift Certificates:** Autovalet will provide Gift Certificates when requested. Payments must be received and cleared before a certificate will be issued. We reserve the right to decline to carry out any valet if a vehicle is in extremely poor condition and make a refund less 20% of the full value of the gift certificate purchased. Extras required by the Gift Certificate holder must be paid for on the completion of the valet. Gift Certificates are valid for 60 days from the date of issue. If the certificate expires before the valet is completed, no refunds will be given. The gift certificate has no monetary value. Certificates must be valid and presented to the company on the date of valeting.
- o) **Force Majeure:** In the event of an act of God, war, invasion, act of foreign hostilities (whether war has been declared or not), civil war, rebellion, revolution, insurrection, military or usurped power, the company shall be relieved of liabilities incurred under any contract with the customer wherever and to the extent to which fulfilment of such obligations is prevented, frustrated or impeded as a consequence of any such event or of any statute rules or regulations, orders or requisitions issued by any Government Department, Council or any other duly authorised authority or from strikes, lockouts, breakdown of plant or any other cause (whether or not of like nature) beyond the Company's control.