



## **Terms and conditions of online booking**

### **Appointment for a quote**

1. After submitting the completed Online booking enquiry form, we will e-mail you the details of your Appointment Booking Confirmation within 24 hours.
2. At-home appointments are for one location and must be attended by an adult over 18 who is the decision maker for the required the project or service the quotation will be prepared for. This will enable us to collect the correct sufficient information for your free detailed quotation and explain the options available, talk through the details and help you choose.
3. Please let us know if there are any parking restrictions or vehicle access challenges near your property to help us find you and ensure we are on time for your home visit.
4. All appointments booked are subject to availability, and we aim to make sure that we keep every appointment booked. If for any reason we're unable to keep our appointment with you, we'll contact you straight away and make every attempt to find a convenient alternative appointment to suit you.
5. If you want to re-schedule or cancel a Confirmed Appointment Booking, we will need to know that no later than 2 hours before the appointment is due. Please contact us as soon as possible on 07402 993484 or e-mailing to [yourhandysolutions@hotmail.co.uk](mailto:yourhandysolutions@hotmail.co.uk).
6. Failure to cancel or rearrange at least 2 hours before the appointment is due might result in administration fee for the wasted journey of £30.
7. If you're late for an appointment, we'll make every effort to accommodate you. If you're not at home when we arrive, we'll wait for up to 15 minutes. However we reserve the right to make additional charges for another appointment.



## **Terms and conditions of online booking - summary**

### **Booking our services**

1. After submitting the completed Online booking enquiry form, we will e-mail you the details of your Work Booking Confirmation within 24 hours.
2. Once we confirm your booking, the date/s will be reserved for carrying out the services you have requested. Our written booking confirmation is “acceptance of offer” and is the binding point between you - the Customer and the Company on our Terms and Conditions – please insure you have read and agree to the full Terms & Conditions of Trade posted on the Website.
3. We will attend the date/s and provide the services agreed. For smaller jobs, it is recommended that you organise your to-do list by priority, ensuring the booked time is sufficient for your job/s.
4. Please ensure you are available to check/examine the completed work.
5. Payment due upon completion. It is calculated by the rates posted on the Website. Accepted methods of payment are: cash, bank transfer and cheque.
6. Should any problem arise, you will be informed as soon as reasonably practicable. In the unlikely event that the problem renders the performance of our obligations impossible it may be necessary to cancel the booking. Should this occur we will contact you and make every reasonable effort to assist you in making alternative arrangements.
7. Cancellations by you. If you want to cancel or re-schedule a Confirmed Work Booking, please contact us as soon as possible on 07402 993484 or e-mailing to [yourhandysolutions@hotmail.co.uk](mailto:yourhandysolutions@hotmail.co.uk)
  - a. Should you wish to cancel or re-schedule your booking earlier than 1 week before the confirmed booking date/s - no charges will be levied but the date/s will be released.

# Your Handy Solutions Ltd.

*We aim to make your life easier!*

Company No: 09251817



- b.** Should you wish to cancel or re-schedule your booking later than 1 week before the confirmed booking date/s charges will be added to your account that will reflect the reasonable costs and losses incurred by us, as follows:
- Between 4 and 7 days from the booked date/s - cancellation charge equivalent to 25% of the total cost of the booking.
  - Between 2 and 3 days from the booked date/s - cancellation charge equivalent to 50% of the total cost of the booking.
  - Within 24 hours, no notice or if we cannot gain access to a property - cancellation charge equivalent to 100% of the total cost of the booking.
8. Please ensure that the allocated time is sufficient for carrying out the work, that any materials you agree to provide are suitable for the job and available.