

# Terms and Conditions

(Car Spa Premium Car Cleaning Services)



## Booking

Bookings are deemed to be placed with Car Spa when the booking confirmation message/number is sent from either the app or the website.

- We will make every effort to complete the Services on time in each instance, but there may be delays due to circumstances beyond our control in which case we will complete the Services as soon as reasonably possible. We reserve the right to suspend the Services if we must deal with technical problems, or to make improvements to the Service
- carspa.lu reserves the right to refuse or deny any booking or continue with their service if they deem the customer to be unreasonable
- carspa.lu reserves the right to refuse or deny customer demands above and beyond the booked service
- carspa.lu will not tolerate any verbal or physical abuse towards any of its staff under any circumstances and will take the relevant actions should any such behaviours be encountered
- Please note that for very dirty interior/exterior vehicles such as heavy mud, heavy amount of pet hair, heavily soiled carpets/mats an appropriate agreement on additional time & or cost may be required before our technicians start work
- All vehicles are cleaned at the customer's own risk

## Cancellation

- 24 hours' notice either on the website or the app. is required to move or cancel any booking
- Failure to provide 24 hours' notice of cancellation may result in a minimum charge of 25% of the service cost though booking can be re-scheduled at no extra cost
- Same day appointments that are missed will incur a minimum charge of 25% of the service cost
- carspa.lu reserves the right to take full payment if a booking is cancelled or missed on the day without notification
- carspa.lu reserves the right to alter or amend a booking time/date without penalty but wherever possible will let the customer know
- carspa.lu reserves the right to alter a booking or move a booking in accordance to its staff levels, weather conditions and/or equipment failure without penalty to the company
- Failure to be present at the time and location of the ordered service could result in the full value of the service being charged

## Pricing

All prices are listed on our service menu which can be found on the site and is listed in Euros. We reserve the right to change pricing without prior notice



## Payment

- You are required to make the payment for your Car Spa service when you return to pick up your vehicle, at the price set out in our service menu
- Any amount unpaid could result in us retaining your vehicle and not releasing it until you have made payment in full to us. Your vehicle will remain with us, at your risk, until any such late payment is received

## Liability

- We will perform the services selected by you from our service menu with all reasonable skill and care
  - Whilst the carspa.lu shall take all reasonable steps to ensure that its technicians shall take reasonable care of the vehicle whilst in its custody (including without limitation where the vehicle is washed and cleaned), the company shall not be liable for:
    - Damage to, loss of the vehicle or any part of it, or any of its accessories or any of its content and/or
    - Damage to any other property, arising from, or in connection with the company's custody of the vehicle
  - Where such liability is proved to arise, and only to the extent it is proven to arise, because of negligence, a criminal act or breach of statutory duty on the part of the company or its servants or agents
  - In addition, the company accepts no responsibility or liability for any damage, however caused, resulting from or in connection with the seizure of the vehicle by the police, Customs & Excise or any person lawfully authorised to do so
  - The servants or agents of the company have no authority to accept any valuables or other articles for safe custody and the company will not be liable for any loss of or damage to any such articles which a customer purports to leave in the safe custody or keeping of the company, its servants or agents
  - Customers are requested to remove their valuables prior to leaving the vehicle in the company's custody
  - Customers are responsible for ensuring the person that they give the car to is an employee of Car Spa
  - Customers give authorisation to Car Spa to park their car elsewhere if space in the Car Spa area is full
- You must disclose to us all defects, damage, or weakness in your vehicle, known or suspected by you, which may be affected by the services prior to our commencing with the cleaning process
- We do not undertake to insure your vehicle against loss while it is in our possession
  - Insurance of your vehicle is at all times your responsibility
  - Any complaints about our work cannot be considered unless reported prior to departing the car park



- You will be liable to us for any death, injury or damage suffered by us or our staff attributable to any defect in your vehicle or any harmful contents.
- It should be noted that polish and other cleaning products can be slippery and extreme caution should be exercised when collecting your vehicle. We accept no liability whatsoever for loss or damage caused as a consequence of failing to heed this warning
- Old or non-original paintwork can be damaged in the cleaning process. All such defects must be indicated to our staff prior to commencement of the cleaning process
- Child seats and booster seats must be refitted by you. We will not be able to refit seats under any circumstances
- You confirm that you have a spare set of keys for the vehicle and that we shall not be liable for loss or damage caused to you or the vehicle by our losing the keys or locking them in the vehicle
- Older cars may have weaker plastics and we agree to provide the services at your risk in respect of vehicles over 3 years old

#### **Car Size**

- Our determination of the size category of your vehicle with regard to the price list shall be final and binding

#### **Privacy**

- Any payment or booking information provided to us will only be used by us and will not be distributed or given to any other organisation

