

## **Cancellation Policy – Terms and Conditions (Car Detailing Services)**

### **Booking Confirmation:**

All car detailing appointments with Pure Gloss Valets are confirmed upon scheduling.

### **Client Cancellations:**

Cancellations made 48 hours or more prior to the scheduled appointment will not incur any cancellation fee.

Cancellations made within 48 hours of the scheduled appointment will incur a cancellation fee equal to 50% of the quoted service price.

### **No-Show Policy:**

If a client fails to attend their appointment without prior notice, a fee equal to 100% of the service price will be charged.

### **Rescheduling:**

Clients may reschedule their appointment with at least 48 hours' notice without penalty. Rescheduling within 48 hours of the appointment will be treated as a cancellation and subject to the cancellation fee.

### **Company Cancellations:**

In the unlikely event that Pure Gloss Valets must cancel an appointment, clients will be offered the option to reschedule at no additional cost or receive a full refund of any deposit paid.

### **Acknowledgement:**

By booking a car detailing service with Pure Gloss Valets, the client acknowledges and agrees to the above cancellation terms.