ARISTO MOTORING LAB

Terms & Conditions

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1. About us

These terms apply to car detailing and related services provided by **Aristo Motoring Lab Ltd** ("we", "us"), a company registered in England and Wales (company number 17124708), whose registered office is 232 Rush Green Road, Romford, RM7 0LA. We're part of the Aristo Motoring Club group. Contact us on 020 3893 9083, WhatsApp or lab@aristomotoringclub.co.uk.

By booking with us, online or otherwise, you ("you", "the customer") agree to these terms. Car hire from Aristo Motoring Club Ltd is covered by separate Rental Terms.

2. Bookings & deposits

- A booking is confirmed once your deposit has been paid and you have received our confirmation.
- Deposits are: £20 for a Maintenance Wash, Student Refresh or an add-on booked on its own; £50 for Deep Clean packages and the Limited-Time Deep Clean Offer; £100 for Paint Correction and Ceramic Coating packages. For two-car bookings, a deposit is taken for each car.
- **Deposits are non-refundable**, except where we cancel and cannot offer you a suitable new date (see section 5). Your deposit is taken off the final price.
- While you pay online, your slot is held for up to 30 minutes. If payment isn't completed, the slot is released.
- Please make sure the details you give us (vehicle, size, address and services) are accurate. Incorrect details may change the price or the time needed.

3. Prices, vehicle size & condition

- Prices depend on your vehicle's size (Small, Medium, Large or Extra Large) as shown on our price list. If the size selected doesn't match your vehicle, we'll charge the correct price for its size.
- Prices marked "from" are starting prices; the final price is confirmed once we've seen the vehicle.

- **The final price is subject to the condition of your vehicle.** Vehicles with excessive dirt, pet hair, sand, mud, rubble, mould, bodily fluids, paint or other contamination may incur an additional charge. We'll review this on arrival and agree any extra charge with you **before** we start. If you don't agree, we may carry out the originally booked service only, or you may cancel; in that case the deposit is not refunded.
- Extras requested when booking are priced on the day. Add-ons included free with a promotion have no charge.
- **Multi-car discount.** When you book two cars at the same address on the same day in one booking, you get 10% off the price of the cheaper car, rounded to the nearest £5. Both cars must be available when we arrive. A deposit is taken for each car, and the travel fee is charged once. The discount doesn't apply to promotions (such as the Limited-Time Deep Clean Offer or Student Refresh) and can't be combined with regular-wash prices or other discounts. If one car is cancelled or isn't available, the discount no longer applies and the remaining car is charged at the standard price.
- **Student Refresh.** The Student Refresh is available Monday to Thursday only, for one vehicle per student that the student owns or regularly drives. The student must be present at the appointment and show valid proof of current student status: an in-date student ID card from a UK university or college, a verified student profile in the UNiDAYS or Student Beans app, or a TOTUM card. If valid proof isn't shown, we'll still carry out the service, but the Maintenance Wash price for your vehicle size applies instead. The Student Refresh can't be combined with any other offer or discount.
- **Regular Maintenance Wash prices.** Weekly, fortnightly and monthly washes are charged at the discounted regular prices on our price list. Your first wash is charged at the standard price, and the regular price applies from your second wash. Regular prices are for the same vehicle at the same address on your agreed schedule. If visits are skipped, or repeatedly cancelled or rescheduled with less than 48 hours' notice, we may move you to the price for the frequency you actually use. One-off washes and washes more than a month apart are charged at the standard price.

4. Travel & fuel fee

We're a fully mobile service. Travel is free within 20 miles of Hackney, East London. Beyond that, we charge a travel & fuel fee of £2 for every mile over 20 miles (this covers the return journey). For example, a location 30 miles away has a £20 fee. The fee shown when you book is based on the driving distance to your postcode and is added to the balance due on the day. Any parking charges, congestion or ULEZ charges, or permits needed at your location are your responsibility.

5. Rescheduling, cancellations & no-shows

- **One free reschedule:** you may move your booking once, free of charge, if you give us **at least 48 hours' notice**. Your deposit carries over to the new date.
- Further reschedules, or reschedules with less than 48 hours' notice, are treated as a cancellation, and the deposit is lost. You're welcome to make a new booking with a new deposit.
- **Cancellations:** if you cancel, your deposit is non-refundable.
- **No-shows and no access:** if we arrive and can't access the vehicle or the agreed location (for example, the vehicle isn't there, there's nowhere safe to work, or nobody is available), **we'll wait up to 30 minutes** from the booked start time and try to contact you by phone and WhatsApp during that time.
- If we still can't access the vehicle or location after 30 minutes, this counts as a **no-show**: it's treated as a cancellation, the deposit is lost, and the booking counts as your one free reschedule.
- **Late starts:** if we can start within the 30 minutes but later than booked because of a delay on your side, we'll complete as much of the service as we can in the remaining time. The full price applies, unless we agree a shorter service with you before we start.
- **If we need to reschedule** (for example due to weather, illness, vehicle breakdown or safety concerns), we'll contact you as early as possible and offer a new date, and your deposit carries over. If we can't offer a date that suits you, we'll refund your deposit in full.

6. Weather

Some services (especially paint correction, ceramic coatings and sealants) can't be carried out safely in rain, high winds, frost or extreme temperatures. If the weather makes it unsuitable to work, either you or we may reschedule. **Weather-related reschedules don't count towards your one free reschedule**, and your deposit carries over.

7. Access, parking & your location

- Please make sure the vehicle is parked in a safe, legal place with enough space around it to work (ideally at least 1 metre on each side), and that you have permission to have it cleaned there (for example from your landlord, employer or car park operator).
- We normally bring our own water and power. If we need to use yours, we'll ask first.
- Please let us have the keys, or be available to unlock the vehicle, at the start of the appointment.
- For our team's safety, we may refuse or stop work at a location we consider unsafe.

8. Your vehicle & belongings

- Please remove valuables, personal items, child seats and loose items before we arrive. We may need to move items to clean properly, and we're not responsible for loss of or damage to items left in the vehicle.
- Please tell us about any known faults, leaks, aftermarket parts, wraps, PPF, recent paintwork or delicate surfaces before we start.

9. Vehicle condition, pre-existing damage & limitations

- We'll inspect your vehicle before starting and may take photos to record its condition.
- We're not responsible for pre-existing damage or defects, including stone chips, scratches, dents, faded or failing paint or clear coat, peeling lacquer, poor previous repairs or resprays, worn or perished trims and seals, loose parts, and electrical faults.
- Cleaning can reveal damage that was previously hidden by dirt. That damage existed before our work.
- **Paint correction** improves the finish by carefully removing a very thin layer of clear coat. Results depend on the condition and thickness of your paint. Scratches that go through the clear coat (for example, ones you can catch with a fingernail, or that reach the primer or metal) can't be removed by machine polishing. We won't knowingly over-correct paint, and we may stop if continuing could damage it.
- Some stains, odours, marks and wear can't be removed completely. We'll always do our best and let you know what to expect.

10. Ceramic coatings & protection products

- Coatings, sealants and waxes need time to cure. We'll give you aftercare advice; typically, keep the vehicle dry for at least 24 hours and don't wash it for 7 days.
- Stated durations (for example 6 months, 3 years or 7 years) are typical lifespans with correct aftercare and regular maintenance washes, not guarantees. Durability depends on use, weather, washing methods and products used.
- Coatings make cleaning easier and protect against contamination and UV, but they don't make a vehicle scratch-proof or chip-proof.

11. Paying the balance

The remaining balance (the price less your deposit, plus any agreed extras, travel & fuel fee and condition charges) is due on completion of the work, on the day. We accept card or bank transfer (and cash by arrangement).

12. Satisfaction & complaints

- Please check the vehicle with us when we finish so we can put anything right straight away.
- If you notice an issue afterwards, contact us **within 48 hours** with photos. Where the issue is due to our work, we'll return to put it right at no extra cost.
- Nothing in these terms affects your statutory rights, including your right under the Consumer Rights Act 2015 for services to be carried out with reasonable care and skill.

13. Our liability

- We take great care with every vehicle. If we damage your vehicle through our negligence, please tell us before we leave, or within 48 hours, with photos, so we can investigate and put it right.
- We're not responsible for pre-existing damage or defects (section 9), items left in the vehicle (section 8), or issues caused by information you didn't give us.
- We're not responsible for indirect losses, such as loss of use of the vehicle, travel costs or loss of earnings, except where the law says we must be.
- Nothing in these terms limits our liability for death or personal injury caused by our negligence, for fraud, or for anything else that can't be limited by law.

14. Specialist work by our partners

Alloy wheel refurbishment, bodywork, paint protection film and vehicle wraps are carried out by our trusted partners. These are quoted individually on enquiry, aren't booked through our online calendar, and may be subject to the partner's own terms, which we'll share with your quote.

15. Promotions

Promotions are available for a limited time and may be withdrawn at any time; bookings already confirmed will be honoured. Free add-ons included in a promotion have no cash value and can't be exchanged. Travel & fuel fees and condition charges still apply.

16. Photos

We may take before-and-after photos and videos of our work and use them on our website and social media. We won't show your number plate, address or personal details. If you'd prefer us not to use photos of your vehicle, just let us know.

17. Your information

We use the details you give us to manage your booking, contact you about it and provide the service. Deposits are processed securely by Stripe; we never see or store your card details. Bookings are kept in our calendar, and we don't sell your information. You can ask us to see, correct or delete the information we hold about you by contacting lab@aristomotoringclub.co.uk. Full details are in our Privacy & Cookie Policy.

18. General

We may update these terms from time to time; the version that applies is the one shown when you made your booking. These terms are governed by the laws of England and Wales.