

Booking policy

Booking Policy for Jeeves Tune

This Booking Policy outlines the terms and conditions for scheduling and confirming appointments for vehicle remapping services at Jeeves Tune. By booking an appointment, the customer ("the Customer") agrees to adhere to this policy.

1. Booking Process

- Customers can book an appointment through our website, by phone, or via email. All bookings must be confirmed by Jeeves Tune to ensure availability.
- When booking, the Customer must provide accurate information about their vehicle, including make, model, year, and any existing modifications.

2. Appointment Confirmation

- An appointment will be considered confirmed once the Customer receives a confirmation email or message from Jeeves Tune, detailing the date, time, and location of the appointment.
- It is the Customer's responsibility to ensure they receive this confirmation. If no confirmation is received, the Customer should contact Jeeves Tune to verify the booking.

3. Cancellation and Rescheduling

- Cancellations or rescheduling requests must be made at least 48 hours prior to the scheduled appointment. Customers can do this via phone or email.
- If a cancellation is made within 48 hours of the appointment, a cancellation fee may apply, as specified during the booking process.
- Jeeves Tune reserves the right to cancel or reschedule appointments due to unforeseen circumstances. In such cases, the Customer will be notified as soon as possible and offered an alternative appointment.

4. Late Arrivals

- Customers are encouraged to arrive on time for their appointments. If a Customer arrives more than 15 minutes late, Jeeves Tune may need to reschedule the appointment to ensure that all customers receive the necessary service within the scheduled time.

5. Payment Terms

- Payment for remapping services is due at the time of service unless otherwise agreed upon in writing. Accepted payment methods will be outlined during the booking process.

6. Customer Responsibilities

- The Customer is responsible for ensuring that their vehicle is free from any mechanical issues prior to the appointment. Jeeves Tune reserves the right to refuse service if the vehicle is deemed unsafe or unsuitable for remapping.

7. Contact Information

- Customers should provide accurate contact information during the booking process to ensure effective communication regarding their appointment.

8. Policy Changes

- Jeeves Tune reserves the right to amend this Booking Policy at any time. Any changes will be communicated to customers prior to their appointment.

By booking an appointment with Jeeves Tune, the Customer acknowledges and agrees to this Booking Policy. If you have any questions or need assistance with the booking process, please contact Jeeves Tune directly.