

## **Cancellation & Deposit Policy – Knights of Arley**

**Effective Date:**25/06/2025

### **1. Booking Cancellations by the Customer**

If a customer chooses to cancel a confirmed booking, a **10% cancellation fee** will be applied based on the total booking value.

This charge covers administrative and scheduling costs and is non-refundable under all circumstances.

### **2. Special Orders & Parts Over £250**

For any job that requires **special order parts or components exceeding £250**, the customer must pay a **10% deposit upfront** before we proceed with ordering or fitting.

This ensures commitment to the service and covers part of the cost if the customer changes their mind or cancels.

### **3. Non-Refundable Deposits**

All deposits taken for special parts or cancellations are **non-refundable** unless Knights of Arley can get the money back from the supplier.

### **4. Modifications**

We reserve the right to review and modify this policy at any time, with updated terms taking effect immediately upon posting.