

Convenient **Caravan** Solutions

Terms and Conditions

- Works carried out by Convenient Caravan Solutions is fully approved and to the absolute highest standards, ensuring the complete safety of the owner.
- Prior to any works being commenced a formal acceptance of the unit will be carried out with the customer, any existing damage or defects will be recorded on a Condition Acceptance Report Form and this to be acknowledged by the customer.
- On the discovery of any fault whilst undergoing servicing which is beyond the scope of the service schedule, the customers express permission to either replace or repair will be sought, prior to carrying out any such works. This will involve further additional charges (a quote will be given for Parts and Labour) which will be added on top of the service charge.
- The owner is responsible to ensure access is available to carry out works at the time and date agreed. All keys are to be made available (including any locking device keys).
- Cancellations will be accepted up to 48 hours prior to arranged appointments, anything after this will at our discretion incur a cancellation charge of £20 and £40 for 24 hours or less. Where we turn up at an arranged appointment and there is either a no show or we are unable to access this will incur ½ fee and full fuel cost will be recovered.
- Owners they are to also ensure that there is adequate clearance externally (recommended distance of at minimum 1meter all around) to access wheels, undercarriage, external equipment and lockers. The interior of the unit is clear of any obstructions, i.e. floor space clear and lockers either empty or adequately packed to avoid falling objects.
- Convenient Caravan Solutions do not accept any liability for any damage caused to or by personal items left in the unit, for example objects falling from unsecure and or incorrectly packed overhead lockers.
- Toilet facilities must be empty and thoroughly clean, otherwise this area will not be serviced or worked upon.
- Parts (specifically special order parts) are non-refundable, unless found faulty, and will include any carriage costs if applicable.
- Resultant servicing checks, Gas Soundness Test, Electrical safety Checks and moisture checks are an indication of their serviceability immediately at the time of servicing. A full written report will be given on completion of works.

- Convenient Caravan Solution's insurances do not extend cover to any other persons not employed directly to be in or around the vicinity of the company vehicle. (Whilst works are taking place the area will be cordoned off for your safety.
- Convenient Cavan Solutions will cover anywhere in Scotland, however after the first 50 miles unfortunately there is a small surcharge of £0.40 to cover the running cost of the mobile service.
- We will only use genuine or approved manufacturer parts, we will and can fit owner provided parts or second hand parts, however please be aware these items will not be covered under warranty, we will however continue to guarantee our standards of fitting.
- Convenient Caravan Solution takes all necessary steps to prevent wheel detachments, always using genuine manufacturer's parts, stated torque figures and calibrated equipment. It is the sole responsibility of the owner to ensure wheel nuts are correctly fitted prior to commencing any journeys and also periodic checks. (We will provide you the necessary details on our report and provide you with a clear concise safety warning to this effect)
- Payment will be due on completion of works carried out, unless a prior arrangement has been agreed.
- Unfortunately cheques cannot be accepted as a form of payment.

Complaint procedure

1.

Introduction

Convenient Caravan Solutions aim to provide a high standard of care in all our services. Our customers' views are important to us and help to ensure our services are consistently meeting people's needs. If you are unhappy with any of our services it is important that you let us know.

If a complaint alerts us to possible abuse or neglect I will inform the National Caravan Council (NCC).

2.

Making a suggestion

As a sole trader I wish to continually improve services where we can. Anyone receiving services may wish to make a suggestion, you can do this by speaking directly or if more convenient then send to:-

Keith Walsh

Convenient Caravan Solutions

Thistle Doo

21 Durn Road

Portsoy

Aberdeenshire

AB45 2QD

Or

keith@convenientcaravansolutions.co.uk

3.

Making a complaint

I aim to handle complaints quickly, effectively and in a fair and honest way. We take all complaints seriously and use valuable information from investigating to help us improve the service we provide. I treat all complaints in confidence. Convenient Caravan Solutions assures clients that it will not withdraw or reduce services just because someone makes a complaint in good faith.

4.

Who can complain

Anyone affected by the service provided by Convenient Caravan Solutions can

make a complaint. A representative may complain for the affected person if they feel more comfortable that way.

5.

How you can make a complaint

You can complain:

- in person
- by telephone
- through a member of our staff
- through an advocate or representative

Where someone complains orally we will make a written record and provide a copy of it within 3 working days

- by letter
- by email

6.

Anonymous complaints

We deal with anonymous complaints under the same procedure; however it is better if you can provide contact details so we can tell you the outcome of our investigation.

7.

Responsibility

I will provide as far as is reasonably practical:

- any help you need to understand the complaints procedure; or
- advice on where you may get that help.

8.

How we handle complaints

We will acknowledge a complaint within 3 working days.

We will keep you informed about the progress of the investigation. We aim to have all complaints finished within 28 working days unless we agree a different time scale with you.

When we have finished investigating, we will arrange to meet with you to discuss the outcome, and write to you with:

- details of the findings;
- any action we have taken; and
- our proposals to resolve your complaint.

9.

Time limits

You should complain as soon as you can after the date on which the event occurred or came to your notice.

10.

Further steps

Once we have dealt with your complaint, if you are not happy with the outcome you can refer your complaint to the Local Government Ombudsman (LGO) and ask for it to be reviewed. The LGO provides a free independent service.

You can contact the LGO at:

Tel: 0300 061 0614

Website:

www.lgo.org.uk

NB: The LGO will not normally investigate a complaint until the provider has had an opportunity to respond and resolve matters.

