



(860) 430-1889 · MMAutoDetailing.com · 799 Hebron Ave. Glastonbury, CT

## CANCELLATION POLICY

Due to the amount of time it takes to perform top quality services and the size of our operation, cancellations and reschedules have a lasting effect. For this reason, if you need to cancel or reschedule, please do so at least 72 hours in advance of your appointment so we can fill that time slot and to avoid our cancellation fee. The following terms and conditions apply to all appointments and a credit card hold is required but will not be charged unless the following occur.

- We require 72 hours notice to cancel or reschedule any appointment or service.
- A 50% deposit is required at the time of booking
- Failure to provide 72 hours notice of cancellation or reschedule will result in the loss of the initial deposit for the service.
- Same day appointments that are cancelled or rescheduled will incur a charge of 100% of the service cost.
- M&M Auto Detailing reserves the right to take payment utilizing your provided method below, if a booking is cancelled or rescheduled and violates any of the outlined terms and conditions.
- M&M Auto Detailing reserves the right to cancel or reschedule in accordance with its staff levels, weather conditions and/or equipment failure.
- Failure for the vehicle and keys to be present at the time and location of the ordered service may result in the cancellation of the appointment by M&M Auto Detailing and will be considered a cancellation policy violation and the full value of the ordered service will be charged.
- Gift Certificate redemption appointments will follow the same cancellation policy and will be automatically or partially redeemed based on the above cancellation policy guidelines.

We understand that sometimes life happens and is beyond our control. Our goal is to provide top quality, professional services to all who request our assistance. Our cancellation policy is in effect in order to provide a fair opportunity to all. Please sign and email back this form and provide an authorized payment below, which will not be charged, unless a policy violation occurs.

Thank you for your cooperation,  
M&M Auto Detailing

NAME: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_

CREDIT CARD # \_\_\_\_\_ EXP: \_\_\_\_\_ ZIP: \_\_\_\_\_