






+61 (0)466 060 535 

dandnservices@outlook.com 

www.dandnprofessionalservices.com.au 

Welcome to D&N Professional Services! We believe in crystal clear communication, so please have a read through the terms and conditions below. Once you confirm an appointment with us, you will be kindly bound to these terms.

Booking terms and conditions:

- Since we're a mobile service, we kindly request a spacious area to give your caravan or motorhome the TLC it deserves.
- Please double-check that all personal items and valuables are removed from your caravan or motorhome before our detailer arrives, as we cannot take responsibility for any lost or damaged items.
- Prior to cleaning, we'll hold a thorough consultation to discuss any specific details that require special attention. Rest assured that we'll only use methods that won't harm your beloved caravan or motorhome.
- Our guarantee's got your back - we've got liability insurance that will cover any damage claims caused by cleaning. We'll organise for a trusted repairer to assess any claims and determine if the damage was pre-existing. If that's the case, we won't be held liable for any damage caused.
- Our detailing times are an estimate. Each caravan and motorhome is different and special we treat each one as unique, some will require more TLC and more or less time may be needed to ensure the detailer delivers the ultimate service.
- Due to unaccounted conditions such as weather or any form of machinery or equipment failure, we may need to reschedule, but this is a rarity.
- If any of our team feel unsafe we will sadly have to discontinue with our service, we always put our people first.

Pricing, Payment and Cancellation Policy for D&N Professional Services

Pricing and Payment:

- D&N Professional Services may adjust a quote after a full assessment of your caravan or motorhome on the day of your scheduled clean. Any changes will be done with transparency and consultation.
- We accept payment via cash, EFTPOS, debit or credit card (Visa & Mastercard). Payment must be made upon completion of work before the detailer leaves the job. For bank transfers, proof of transfer must be provided prior to the completion of the job.
- Upon completion of services, D&N Professional Services will issue an invoice to the customer via email.

Cancellation and Rescheduling Policy

We understand that sometimes you need to reschedule appointments. However, we require a 48-hour (2 days) notice for cancellations or rescheduling. This allows us to inform our waitlisted clients of any availability, giving another customer the opportunity to benefit from your existing timeslot.

The following terms and conditions apply to all appointments:

- Cancellation or rescheduling of your booking requires a 48-hour notice period.
- For appointments booked within 48 hours, we require a 24-hour notice period, for cancellation or rescheduling.
- For appointments booked within 24 hours, we require a 12-hour notice for cancellations or rescheduling.
- Cancellation or rescheduling of appointments made more than 48 hours in advance will incur a charge of 50% of the service cost.
- Cancellation or rescheduling of appointments made within 48 hours will incur a charge of 50% of the service cost if done less than 24 hours in advance.
- Same-day cancellation or rescheduling without any weather disruption will incur a charge of 70% of the service cost.
- If the detailers are already on-site and you decide to cancel or reschedule without any weather disruption, you will incur a charge of 90% of the service cost.
- If you need to cancel or reschedule due to bad weather conditions, and you fail to provide 48 hours, 24 hours, or 12 hours' notice, you will **not** be charged.