



# Atlas of London

## Installation Booking, Postponement and Cancellation Policy

Thank you for choosing Atlas of London for your forthcoming installation. We very much look forward to working with you to achieve a great result for you and your clients. This document explains more about our policies in relation to your booking with us and it is important that you read the following information.

### Booking Scope

This booking is informed by your advice and agreement, and is based on our understanding of the works required, including such information as the access into and at the property, the size and volume of items and skills sets required for installation, the need for induction or other onsite requirements. We liaise with you in order to book the appropriate resources and time allocated for installs to take place. We only book what you authorise as a fair indication of what is required. It is your responsibility to notify us *before any booking is placed* if you feel that the scope of works proposed is inadequate for your purposes, or conversely, if you feel the booking is excessive in terms of time/resources required onsite. Occasionally, items are easier to install than originally envisaged, the traffic is good, or other factors somehow act in our favour so that we finish the works sooner than planned. However, we cannot predict those scenarios, and so we cannot credit back any of the installation costs in the lucky event of an early finish. We want our service to be good value for you so it is important for you to confirm that the booking is appropriate for the works required and to inform us with plenty of notice if the scope of works needs to change at any point prior to installation.

### Postponement/Cancellation

From the moment the booking is placed, we will be turning away others works and will have allocated the resources, time, vehicles, materials and staff for your booking. If the works are cancelled or postponed in the 7 days leading up to the start date then we reserve the right according to our T&C to charge for this – on a sliding scale. This is because as we get nearer to the time of the booking, we have less opportunity to divert those resources and book in alternative works to fill the gaps in schedules caused when works are postponed or cancelled. We therefore ask that you inform us **no more than 7 days** before installation if the booking needs to change in any way. In the event of a cancellation/postponement within 7\*\* days of the installation start date, the charges that would apply are calculated as follows:

Between 4-7 days**:	50% of the total installation charges
3 days**:	75% of the total installation charges
1-2 days**:	90% of the total installation charges
Less than 24 hours**:	100% of the total installation charges

\*\*Please note that days are classified here as *working days* (i.e. Mon-Fri), so a cancellation/postponement requested on a Friday ahead of a Monday installation would be classed as less than 24 hours for charging purposes.

So, in the event that you postponed within the 7 day timeframe – final costs payable would include the postponement charge (as per % scale above) the installation charges themselves in full on the date(s) that works actually take place (i.e. the rescheduled dates), plus all storage (including the period between the cancelled dates and the rescheduled dates), admin, waste disposal, parking and other attendant costs as incurred. In the event that you cancelled works entirely, and did not require works to be rescheduled by us, the 7 day rule would still apply for a booking made and cancelled within the timeframe.

### Payment

Unless otherwise agreed, we require *full* payment of the installation project invoice in *cleared* funds prior to the commencement of installation works onsite and/or release of goods held. We reserve the right to terminate this contract if payment is not received before the installation date, and not to carry out any services quoted for. Failure to comply with our payment terms will also mean that we will not insure our liability for the goods. Whilst we are happy for third parties to settle payment on your behalf, unless otherwise agreed, we hold the goods as your property for insurance and contract purposes or in the event of a dispute.