

Booking, Cancellation & Payment Policy

1. Purpose of this Policy

This policy explains how LHS Handyman Services (“LHS”, “we”, “us” or “our”) manages bookings, quotations, cancellations, postponements, deposits, invoices and payments. It should be read alongside our Terms & Conditions and applies to both domestic and business customers unless otherwise agreed in writing.

2. Booking a service

A booking may be made by telephone, email, messaging, our website or another agreed communication method. A booking is not guaranteed until LHS confirms availability and agrees a date or time with you. Where a quotation is required, the booking will normally be confirmed after the quotation has been accepted.

3. Quotations and booking acceptance

Written quotations are normally valid for 30 days unless stated otherwise. By accepting a quotation verbally, in writing or electronically, you are asking LHS to carry out the agreed work subject to the quotation, this policy and our Terms & Conditions. If the scope of work changes before or during the job, the booking, price or timescale may need to be revised.

4. Appointment times

We will make reasonable efforts to arrive at the agreed appointment time. Where traffic, emergencies, previous jobs overrunning, severe weather or other circumstances outside our reasonable control cause delay, we will contact you as soon as reasonably practicable and arrange a revised arrival time where possible.

5. Access to the property

You are responsible for ensuring safe and reasonable access to the property or work area at the agreed appointment. If we cannot gain access, the job may need to be postponed. Any genuine additional costs caused by failed access will only be considered where they are reasonable, proportionate and permitted by law.

6. Deposits and advance payments

LHS may request a deposit or advance payment for special-order materials, substantial material purchases or other agreed project costs. Any deposit requested will be explained before the booking is confirmed. Deposits are not automatically non-refundable; if a booking is cancelled, any amount retained will be limited to a fair and lawful amount reflecting genuine losses or costs where applicable.

7. Payment terms

Unless a different payment arrangement is stated on your quotation or invoice, payment is due within 14 days of the invoice date. Payment may be accepted by cash, bank transfer, card, Revolut or another payment method offered by LHS at the time of payment.

8. Materials and additional costs

Where LHS purchases materials for your job, these will be included in the quotation or agreed separately where reasonably practicable and will normally be subject to a 20% materials markup. If unforeseen materials or additional costs become necessary because of hidden problems or changes requested by you, we will seek your approval before proceeding where practical.

9. Cancelling a booking

If you need to cancel a booking, please let us know as soon as possible by telephone, email or message. We appreciate as much notice as you can give because it may allow us to offer the appointment to another customer. We will always aim to deal with cancellations fairly and reasonably.

10. Consumer cancellation rights

Where you are a consumer and the law gives you a statutory right to cancel, those rights will always take priority over this policy. In particular, services arranged online, by telephone or away from a trader's business premises may be covered by a 14-day cancellation period under applicable consumer law. If you ask us to begin work during that period, you may be required to pay a reasonable amount for services actually provided if the legal conditions are met.

11. Cancellation charges

LHS does not apply automatic blanket cancellation penalties. If a cancellation causes genuine financial loss, such as non-refundable supplier costs, special-order materials or booked labour time that cannot reasonably be reallocated, we may seek to recover a fair and proportionate amount reflecting our actual loss. Any charge will be assessed on the individual circumstances and will not exceed what is lawful.

12. Postponing or rearranging

If you need to rearrange rather than cancel, we will do our best to offer another suitable appointment. Rearranging is subject to availability and may be affected by existing bookings, material deliveries or specialist appointments.

13. Cancellation by LHS

LHS may need to postpone or cancel a booking because of illness, emergencies, unsafe working conditions, severe weather, supply issues or other circumstances outside our reasonable control. Where this happens, we will offer a revised appointment where possible.

If we have taken payment for work that cannot be carried out and no suitable alternative is agreed, any refund due will be handled fairly and in accordance with applicable law.

14. Urgent work

Where urgent assistance is requested and LHS is available, a booking may be arranged at short notice. Urgent work may be priced differently where this has been agreed before work begins. LHS is not an emergency response service for situations requiring the emergency services or utility emergency providers.

15. Late payment

If payment is not received by the due date, LHS may send a reminder and may pause future non-urgent work until the account is brought up to date. For business customers, statutory late-payment rights may apply where legally permitted.

16. Refunds

Where a refund is due, LHS will process it using an appropriate payment method within a reasonable time. Refunds will take account of any services already completed, materials supplied, agreed deductions that are lawful and any applicable statutory consumer rights.

17. Business customers

Business bookings may include additional written agreements covering purchase orders, access arrangements, stock support, scheduled maintenance or agreed payment terms. Where a separate written agreement exists, that agreement will take precedence where it specifically addresses the relevant matter.

18. Complaints about bookings or payments

If you believe a booking, cancellation, invoice or payment matter has been handled incorrectly, please contact LHS as soon as possible using the following contact details: Phone: 07347 397374 | Email: info@lhshandyman services.co.uk | Website: www.lhshandyman services.co.uk. We will review the issue promptly and aim to resolve genuine concerns fairly and professionally.

19. Accessibility

Having trouble accessing a policy or document? If, for any reason, you are unable to access any of our policies or documents, please contact LHS Handyman Services and we will provide an accessible copy by an alternative method.

20. Changes to this Policy

We may update this policy when our business practices, services or legal requirements change. The latest version will be published on our website, while the version applicable to an agreed booking will normally be the version available when that booking was made.