



## **Terms and Conditions**

Castle Couriers reserves the right to alter change amend our terms and conditions at any time. By accepting our terms and conditions you enter into legal contract with Castle Couriers.

**1. Payment.**

Payment for all bookings must be made by the customer prior to the job being started unless otherwise agreed by the client and Castle Couriers. Payment may be made through our payment gateway or via direct bank transfer.

**2. Booking**

Booking will only be verified in writing by Castle Couriers once payments been received unless otherwise agreed by Castle Couriers and our clients. Once agreed by Castle Couriers and the client the booking will be confirmed in writing after which it may only be amended by us through our booking page. Once amended a further notification will be sent to the client via phone, email or social media. Castle couriers reserves the right to cancel any booking at any time by giving notice in writing to the client via email, text or social media. Cancellation of a booking is subject to our Cancellation policy.

## **Cancellation Policy**

Once booked through our booking system and confirmed a job may only be cancelled by us. We reserve the right to cancel any job by informing the client who booked the job in writing, by telephone or via social media.

If the client wishes to cancel their job a fee of the full job value will be charged less any taxes.

In example if you book a job for £50 your total to pay including VAT would be £60. If you then decided to cancel your job you would be charged £50 equivalent to the original booking. Amendments may be made to dates and times of jobs without incurring any additional charges as long as the the job descriptions remain the same and we can accommodate the changes.