



MacLennan Appointment policy

We aim to manage our appointment system to avoid delays in appointment times and to minimise the number of cancellations and missed appointments. This policy outlines how we do this.

We charge the full amount of the quoted service price at time of booking to reduce the cost of admin and cancellations.

We will endeavor to:

- Manage our appointments so that servicing is booked annually or as required but not more than 4 weeks ahead so there are no long term commitments. I.e. will book this January for an appointment next January but will not agree and confirm a date until December of next year, so you are not committed to a date a year in advance.
- We will arrive at the appointment on time or advise on any unavoidable delays as soon as they arise. we will explain the reason for the delay but would ask that you allow flexibility as traffic and delays are sometimes unavoidable.
- Remind you of the date and time of your appointment(s) by text, email, or phone (as preferred)
- Provide you with as much notice as possible when appointments must be changed or cancelled.

We ask that you:

- Provide at least 48 hours' notice if you are unable to keep the appointment.
- Advise us of any changes to contact details to help us keep our records up to date.

Missed appointments

If we cannot gain access to carry out the full service as agreed, we must charge the full cost of the service because we will have incurred the full cost of the travel and engineers paid time.

We will review our costs annually in light of inflation, transport costs and any material change to access or service requirements and advise of any change at time of booking.

The fee for a new appointment will need paying again before a further appointments can be booked. If servicing is not carried out guarantees may not be valid in the event of a issue or claim.

Contact

For further information regarding our GDPR Policy, please contact Ian MacLennan:

Tel: 0330 3200 240 / E-mail: enquiries@maclennanuk.com

Signed: 

Name: Ian MacLennan

Position: Managing Director

Date: 06/01/2024