



Whitecar Valet Parking

Terms and conditions

When you use our Valet Parking service or place a reservation you are deemed to have accepted the following terms and conditions:

1. Your booking is only confirmed after full payment has been made.
2. We will not be held liable if the details supplied are incorrect or changed with less than 24 hours' notice.
3. We will charge your vehicle to your chosen battery limit.
4. We will not wash the vehicle unless this has been arranged in advance and we accept no responsibility for any damage caused while the vehicle is being washed.
5. We reserve the right to move the vehicle within or outside the car park if we consider it necessary.
6. We will only be liable to pay compensation for any breach of our liabilities for any proven act of neglect by our employees whilst in possession of the vehicle for the moving, parking and returning to customers only. Once the vehicle is parked and the Whitecar Employee exits the vehicle, the customer's own insurance policy will take over the risk.
7. Vehicles and contents are left at the owner's risk whilst the vehicle is parked. Claims for damages will only be considered if reported to Whitecar staff immediately on delivery of the car.
8. Written confirmation must be obtained to confirm damage. All subsequent correspondence is to be in writing – email is acceptable.
9. We accept no liability for mechanical, structural and electrical failure of any part of your vehicle. This includes windscreens, all glass, mirrors, tyres and wheels how so ever caused. We will not be held responsible for any deterioration in the condition of the vehicle whilst in our keeping.
10. We accept no liability for any faulty cars, alarm fobs, house or any other keys or valuables which are left on the key ring or inside the vehicle. If the car acquires a puncture including slow puncture we reserve the right to either inflate the tyre or change to the spare wheel.
11. We cannot guarantee any bookings made less than 24 hours in advance.
12. A booking may be cancelled up to 72 hours prior to the date and time for which the service has been booked and a full refund less £10 administration costs will be made. If a booking is cancelled within 48 hours only 50% of the parking fee paid will be refunded. Cancellation does not apply for bookings made the same day or booked for the following day. No refunds are available for unused part stays.
13. We will not accept liability for any loss or damage covered by your own insurance. Claims cannot be considered if reported after the vehicle has been returned to your possession. We will not be responsible for any minor scratches, dents or damage to your vehicle regardless of your documentation which may not be possible to identify in confined times and weather conditions.
14. Your vehicle needs to comply with all statutory and regulatory requirements regarding the use of motor vehicles. It needs to be fully insured, properly taxed and has a current MOT.
15. You are also the owner or keeper of the vehicle failing which you are authorised by the owner or keeper of the vehicle to use our Valet Parking service.