

Donnington Wood MOT Test Centre- Appointments & Cancellation Policy

Appointments.

Donnington Wood will ensure that drivers are given an agreed appointment date & time within 3 days of their initial contact.

Late Appointments.

Donnington Wood are prepared to allow (but NO MORE) than 15 minutes to elapse for any late arrivals for appointments. Whilst every effort will be made to accommodate drivers, if the next appointment slot happens to be free, then they may be able to slot that driver in. This though may not be always be possible, as they envisage the diary of appointments to be full. If the next slot is already taken, then any driver that arrives 15 minutes after the agreed appointment slot, will be told to rebook the appointment and a full fee will be required.

Re-Tests

MOT and Compliance re-tests will be free within 14 days. Any re-tests after 14 days will result in another full hackney carriage/private hire/trailer fee.

Cancellation Policy

Cancellations are accepted provided the garage is given at least 24 hours' notice. Failure to cancel within these terms will result in the driver being required to rebook the appointment and pay the full fee again.