



Code of Practice

This scheme is your assurance that the company you have entrusted with the servicing of your motorhome or caravan meets the rigorous standards set out by The Camping and Caravanning Club, The Caravan and Motorhome Club and The National Caravan Council Ltd. All Approved Workshops must comply with the scheme's strict standards based on the Code of Practice, which is detailed below.

INITIAL CUSTOMER CONTACT

A detailed menu of prices and labour rates must be clearly displayed in the reception area. The workshop's own terms and conditions must not restrict a customer's minimum statutory rights. The workshop must comply with all relevant consumer and other legislation. The Approved Workshop certificate and staff training qualifications should be clearly displayed. The workshop should have adequate insurance to cover the customer's property whilst at their premises.

DEFINING CUSTOMER REQUIREMENTS

Where servicing or repair work is likely to exceed £150, a written estimate or quotation should be provided on request. This should set out all foreseeable costs, including parts, labour, sundries and VAT.

Details of the Approved Workshop scheme's 'Annual Service Schedule' must be available on request. The workshop must make all acceptable means of payment clear before commencing work.

A realistic estimate of the time required for service or repair should be provided.

The customer should be advised as soon as possible of unplanned delays and a new estimated completion time given.

DELIVERING CUSTOMER REQUIREMENTS

No work should begin without the express authority of the customer. If a requirement for additional work is discovered during the course of servicing or repair, this too must be authorised by the customer.

All repairs should be carried out by competent staff using skill, care and professional judgement. Faults discovered while work is carried out should be brought to the attention of the customer in writing – as a note on the invoice, for example. An honest assessment of the urgency for the repairs should also be given.

All invoices should include the following:

- date of repair
- company name, address and telephone number
- VAT registration number
- customer's name, address and phone number
- make, model, year and identification number

All invoices should also separate and itemise parts, labour, specialist costs and VAT.

Parts should be identified by part numbers and labour by the number of hours charged. All the time charged for must be justifiable and, if necessary, explained.

Parts and components that have been replaced or removed during the course of servicing or repair must be made available to the customer on collection.

If they have to be returned as part of an exchange scheme or warranty, then the customer should be allowed to inspect them before they are returned.

All Approved Workshops are ultimately responsible for the standard and quality of any work, including that which is subcontracted, and for any parts supplied. All repairs should be guaranteed for a minimum of 6 months.

Servicing should be carried out in accordance with the caravan manufacturer's guidelines and the scheme's annual habitation service standards. Any deviation from these guidelines must be discussed and agreed

with the customer prior to the beginning of any work. The workshop must take all reasonable steps to protect the customer's property and the validity of any unexpired warranties.

DEALING WITH CUSTOMER DISSATISFACTION

A clear and simple customer complaints procedure should be in place. There should be a member of staff with the authority to deal with routine concerns on the premises at all times. More serious complaints should be thoroughly investigated and dealt with promptly. The workshop should co-operate with the scheme management when complaints are brought to their attention for conciliation and to resolve disputes.

In these cases, both parties should accept the decision of the scheme management. A positive approach to customer complaints must be demonstrated, with effective monitoring to minimise the possibility of recurrence.

REVIEWING PERFORMANCE

A structured training programme must be in place to ensure all staff are competent for the tasks they perform.

Approved Workshops should act in the spirit of this Code of Practice in all their business activities.

The workshop must agree to participate in customer satisfaction surveys.

The workshop must co-operate with the scheme's assessment processes and give prompt attention to issues raised requiring action.

You will see that this scheme is rigorous, uncompromising and designed to offer you, the customer, an assurance of first class service and value for money. Any workshop already participating in this scheme and agreeing to abide by such an exacting Code of Practice is already expressing their commitment to your satisfaction.

We are sure you already know that your motorhome or caravan should be serviced at least annually for your safety, and for the safety of other road users.

Don't compromise on safety; book a service with a recognised Approved Workshop now.