



**In the interest of giving everybody the chance to have their bike repaired, both a time and expense limit apply to each bike per appointment.**

**Please find some basic guidelines listed below. Please get in touch with smart journeys for more information: [info@smartjourneys.co.uk](mailto:info@smartjourneys.co.uk)**

### **Allotted time & contact:**

- *The mechanic will complete as much work as possible in the allotted time. Intervals are indicated upon your booking, generally 30 mins. They may vary depending on the nature / location of each event.*
- *You're more than welcome to book multiple slots for each of your bicycles. We'd love to see you again, whether it be the rest of the households or for routine work on your bike.*
- *For future reference, feel free to get in touch with the mechanic regarding location, arrival time & details about the repair. If you need replacement parts, please get in touch with a photo of your bicycle: [info@emcbicyclerepairs.com](mailto:info@emcbicyclerepairs.com) 07590372438*

### **The replacement of basic & full serviceable parts.**

The mechanic will adjust, repair and replace necessary parts in accordance with the time & expenditure guidelines. A basic service typically includes brake & gear cables, brake pads and perhaps a chain. This tends to amount to around 30 minutes of work and £30 of parts.

In the rare case that your bicycle needs more than the time and budget above, the mechanic may:

- *Invite you to book & attend the next event for further time / replacement parts. In which case, the mechanic will order and set aside specific parts for you bike. We'll tell you when the next event is taking place & how to book it.*
- *In the very rare case that no amount of work during any number of free service events will bring the bike back to a safe condition, the mechanic will explain the reason (cracked frames, missing wheels etc). (Although this is yet to be the case with a booking, we hope you can appreciate the importance of keeping the service slots open to all & running smoothly.)*