Saan Cancellation Policy

To perform your assignment, we reserve the required vehicles, personnel and materials for you. If you cancel or reschedule the assignment, the following cancellation policy applies.

General: Costs incurred in advance, hired services and third-party costs:

If the assignment is cancelled or rescheduled, we will charge any costs already incurred by us or payable to third parties. These may include, for example, costs for:

- Hire of equipment, auxiliary equipment and materials.
- Hired personnel, such as traffic marshals, riggers, logistics staff and housekeeping staff.
- Permits, exemptions and traffic or site closures.
- Prepared lifting plans, safety plans, man-basket plans, drawings, task risk analyses, etc.

In addition, the cancellation or rescheduling charges below apply to our services. For work charged on a time-and-materials basis, the price is calculated using the reserved deployment or the applicable minimum hire charge, whichever is higher. For fixed-price work, the agreed contract price applies.

Cancellation Policy for Industrial Relocations and Transport

Cancellations or rescheduling must be notified before 12:00 noon. The agreed price will be charged according to the following scale:

- More than 10 working days before the scheduled date: no charge
- 5–10 working days before the scheduled date: 50%
- 2–5 working days before the scheduled date: 75%
- 1 working day before the scheduled date: 100%

Cancellation Policy for Crane Hire

If the assignment is cancelled or rescheduled, we will charge the agreed hire price for the equipment and auxiliary equipment according to the following scale:

- Until 12:00 noon on the working day before the scheduled date: 0%
- Between 12:00 noon and 5:00 p.m. on the working day before the scheduled date: 50%
- After 5:00 p.m. on the working day before the scheduled date: 100%

Weather conditions: The above provisions also apply if lifting operations cannot be carried out due to weather conditions. For fixed-price work, if the client decides to keep the crane waiting for better weather conditions, the waiting hours until work commences will be charged as additional work at the applicable rates, in addition to the agreed contract price.

Cancellation Policy for Construction Logistics

If the assignment is cancelled or rescheduled, we will charge the agreed price for the reserved deployment, or the minimum charge for personnel, equipment and auxiliary equipment, according to the following scale:

- Until 12:00 noon on the working day before the scheduled date: 0%
- Between 12:00 noon and 5:00 p.m. on the working day before the scheduled date: 50%
- After 5:00 p.m. on the working day before the scheduled date: 100%

Cancellation Policy for Traffic Marshals

If the assignment is cancelled or rescheduled, we will charge the agreed price for traffic marshals according to the following scale:

- Until 12:00 noon on the working day before the scheduled date: 0%
- After 12:00 noon but before 5:00 p.m. on the working day before the scheduled date: 50%
- After 5:00 p.m. on the working day before the scheduled date: 100%