

Cancellation by Hirer

All cancellations must be made in writing. Should the Hirer wish to cancel a booking where the Hirer has paid in either full or part for the booking the following refund terms shall apply:

Any cancellation requests must be acknowledged by us via reply email or wechat, from one of our representatives. You must email/message your cancellation request through and ensure that you receive a reply email/wechat from us confirming that your journey is cancelled. We will accept no responsibility for cancellation requests made via phone, text message service or email that has not been acknowledged by us.

Charter bus Cancellation Charges Policies

Less than 4 hours from the pickup point departure time 100% Cancellation Charges

Between 4 Hrs to 8 Hrs from the pickup point departure time 80% Cancellation Charges

Between 8 Hrs to 12 Hrs from the pickup point departure time 60% Cancellation Charges

Between 12 Hrs to 24 Hrs from the pickup point departure time 40% Cancellation Charges

Between 1 to 3 days before from the pickup point departure time 20% Cancellation Charges

NOTE: The cancellation fee will be automatically charged to your card if your journey is cancelled within these terms.

Cancellation of an event or holiday or "reason for travel" does not affect the Hirer's liability for the above cancellation fees and the monies will be due as if the vehicle was travelling.

Should the Customer not have paid the amount set out above at the time of cancellation the balance shall become due immediately and shall be a debt owed to the Company. The Company may, at its sole discretion, engage the services of a debt collection agency to recover any unpaid amount together with interest and any debt collection charges and legal fees.

Cancellation by the Company

In the event that the Company is unable to provide a vehicle or vehicles to meet all or part of the Customer's booked requirements due to reasons of emergency, vehicle unavailability, or other reason, the Company will take all reasonable measures to provide a replacement or alternative solution.

If this is not possible, the Company retains the right to return all monies paid and, without liability, cancel the booking providing the Customer with as much notice as possible.

In such circumstance the Company shall have no liability for any inconvenience or loss incurred and will not be liable for any direct or consequential loss howsoever arising. It is strongly recommended that the Customer should consider insuring against this risk.