



# Refunds and Cancellation Policy

This should be read in conjunction with the relevant terms and conditions available at [www.swiftvalleycoaches.com](http://www.swiftvalleycoaches.com) or upon request by email.

## **Private hire (including corporate hire, school transport and wedding coach hire)**

**Cancellation by the hirer**.....Cancellation for any reason other than in exceptional circumstances will be charged as per company scale. Booking date – 29 days prior to the hire loss of deposit, 28 – 15 days prior to the hire up to 25% of the total cost of hire, 14 – 2 days prior to the hire up to 50% of the total cost of hire, within 48 hours of departure or on the day of departure or in the event of a customer failing to cancel the booking 100% of the hire may be charged. This should be read in conjunction with our terms and conditions for private hire.

**Cancellation by the company**.....In the event of an emergency, riot, civil commotion, strike, lock-out, stoppage or restraint of labour or on the happening of any event over which the company has no control (Force Majeure including adverse weather and road conditions) or in the event of the hirer taking any action to vary agreed conditions unilaterally the company may, by returning all money paid and without further or other liability, cancel the contract. The company will not be liable for any loss, inconvenience or damage which may arise from any delay. This should be read in conjunction with our private hire terms and conditions which are sent out to you at the time of booking.

## **Day trips**

**Cancellation by you**.....You may cancel or amend your booking at any time prior to departure subject to the following conditions. For cancellations notified to us more than 7 days prior to departure of the excursion a 50% cancellation charge is made in addition to any entrance tickets, which have been prepaid by the company. For cancellations notified to us within 7 days prior to departure of the excursion, a 100% cancellation charge will apply. You may transfer to an alternative trip, however, the above cancellation charges will apply and any outstanding monies will be transferred to the new excursion.

**Cancellation by the company**.....the company reserves the right to alter excursions or prices, or cancel any day trip or excursion listed in our brochures or advertising.

This should be read in conjunction with our day trip terms and conditions which can be found at <https://www.swiftvalleycoaches.com/wp-content/uploads/2021/02/Terms-and-Conditions-Day-Trips.pdf>

## **Holidays**

**Cancellation by you**..... You may cancel your holiday at any time, the cancellation must be received in writing. If the reason for cancellation is covered under the terms of an insurance policy, you may be able to reclaim cancellation charges. Deposits are non-refundable. Please see the cancellation scale below

PERIOD BEFORE DEPARTURE CANCELLATION SCALE

Prior to 42 days DEPOSIT ONLY

28-42 days 30% of holiday cost

14-27 days 45% of holiday cost

7-13 Days 60% of holiday cost

0-6 days 100% of holiday cost

**Cancellation by the company**.....the company reserves the right to alter excursions or prices, or cancel any holiday, day trip or excursion listed in our brochures or advertising.

This should be read in conjunction with our holidays terms and conditions which can be found at <https://www.swiftvalleycoaches.com/wp-content/uploads/2021/02/Terms-and-Conditions-Holidays.pdf>



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## Home to school transport

Customers are invoiced for the full academic year and can pay one annual payment via PAY BY LINK. Alternatively, 8 monthly payments can be set up via FUTUREPAY. The contract between both parties will be for the whole academic year. Refunds will not be given for any missed journeys during this period. Payment for travel is non-transferable. In the event of a school closure for whatever reason payment will still be due for that month in full. No refunds or credits will be given for part months. If the company decides to terminate the service for whatever reason, notice of one month will be given. All monies paid in advance for journeys not provided will be refunded.

This should be read in conjunction with our home to school transport terms and conditions which can be found at <https://www.swiftvalleycoaches.com/wp-content/uploads/2021/03/Home-to-School-Transport-Terms-and-Conditions.pdf>