



Refunds and Cancellation Policy

This should be read in conjunction with the relevant terms and conditions available at 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 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 will 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.

1. Day Trip Bookings are non-refundable.
2. You can change the name of the passenger at no extra cost.
3. If you notify us of your intention to cancel no later than 14 days prior to departure, we may be able to transfer you on to an alternative trip of the same value (subject to availability). If you then cancel the alternative trip, for whatever reason, it will render booking void, and no refund will be given or any further alternatives offered.
4. If you cancel a day trip at any time after booking which includes entrance/admission/attractions or show tickets etc. which we have bought in advance on your behalf, you will be charged the full retail rate. If this applies the non-refundable ticket cost will be deducted from any amount that may be transferred onto an alternative trip.
5. We do not offer credit notes.

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 56 days - LOSS OF DEPOSIT

43-56 days - 40% of holiday cost

0-42 days - 100% of holiday cost

Departure day or later including voluntary termination during the holiday - Total of the holiday package

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>

We reserve the right to change/alter this refund and cancellation policy and our terms and conditions at any time without written notice. The latest version is available by contacting our Booking Office by email at enquiries@swiftvalleycoaches.com