



POLICY DOCUMENT

Refund Policy

1. Introduction

This Refund Policy sets out the terms and conditions under which Albatross Bus & Coaches Ltd (“the Company”) will provide refunds in relation to bookings for Bus and coach hire services.

This policy forms part of the contractual agreement between the Company and the Customer and must be read in conjunction with the Booking and Cancellation Policy. It explains how refund eligibility is determined and the circumstances under which refunds may or may not be issued.

2. General Principles Governing Refunds

Refunds are not automatically granted and will only be issued where the Customer is entitled to a refund under the agreed contractual terms. Any refund will be calculated strictly in accordance with the applicable cancellation terms and the payments received by the Company.

The Company reserves the right to offset any applicable charges, administrative costs or third-party expenses before determining the final refund amount payable. Where a cancellation charge equals or exceeds the total booking value, no refund shall be payable.

3. Refunds Following Customer Cancellation

Where a customer cancels a confirmed booking, the amount refundable (if any) will be calculated based on the timing of the cancellation relative to the scheduled journey date, as set out below. Where payments have been made in excess of the applicable cancellation charge, the remaining balance may be refunded.

Refund entitlement is determined as follows:

- **More than 14 days prior to the scheduled journey:** The deposit paid shall be retained by the Company. Any additional amount paid above the deposit may be refunded.
- **Between 7 and 14 days prior to the scheduled journey:** The Customer shall be liable for 50% of the total booking cost. Any payments made in excess of this amount may be refunded.
- **Between 48 hours and 7 days prior to the scheduled journey:** The Customer shall be liable for 75% of the total booking cost. Any payments made in excess of this amount may be refunded.
- **Less than 48 hours prior to the scheduled journey:** The Customer shall be liable for 100% of the total booking cost. No refund shall be payable.

4. Deposit Payments and Outstanding Balances

Where only a deposit has been paid at the time of cancellation, the deposit shall remain non-refundable. If the applicable cancellation charge exceeds the deposit amount, the Company reserves the right to recover the outstanding balance from the Customer.

5. No-Show and Journey Commencement

Where the Customer or passengers fail to present themselves at the agreed pick-up location and time, this shall be treated as a no-show. In such circumstances, the full booking value shall remain payable and no refund shall be issued.

Once a journey has commenced, the service shall be deemed to have been delivered and no refund shall be payable in respect of any unused portion of the service.

6. Refunds Where the Company Cancels the Booking

Where the Company cancels a booking due to circumstances within its control and is unable to provide a suitable alternative service, a refund shall be issued for any payments received in relation to the affected booking.

Where cancellation arises due to circumstances beyond the reasonable control of the Company (including but not limited to severe weather, road closures, or force majeure events), the Company shall use reasonable endeavours to offer an alternative service. Where this is not possible, any refund will be limited to the amount paid by the Customer.

The Company shall not be liable for any indirect, consequential, or additional losses incurred by the Customer.

7. Third-Party Costs and Non-Refundable Expenses

Where the Company has incurred costs on behalf of the Customer through third-party providers (including but not limited to ferries, accommodation, parking or event-related services), such costs may be non-refundable.

Any third-party costs that are non-recoverable will be deducted from any refund payable to the Customer. These costs shall be subject to the terms and conditions of the relevant third-party provider.

8. Deductions and Administrative Charges

The Company reserves the right to apply reasonable administrative charges where applicable. Any such charges, along with any outstanding costs incurred in connection with the booking, will be deducted from the total amount refundable (if any).

9. Refund Processing and Method of Payment

Where a refund is approved, it will normally be processed using the original method of payment, unless otherwise agreed.

Refunds will be processed within a reasonable timeframe; however, the Company shall not be responsible for delays caused by banks, payment processors, or external financial institutions.

10. Discretionary Refunds

In exceptional circumstances, the Company may, at its sole discretion, consider requests for full or partial refunds outside the terms of this policy.

Any such decision shall be made on a case by case basis and shall not create any precedent or obligation for future cases.

11. Policy Review and Approval

This policy will be reviewed annually or in response to significant changes in legal, regulatory or operational requirements. The Operation Manager is responsible for maintaining and updating the document.

Approved by

Managing Director: _____

Signature: _____

Approval Date: 15 April 2026

