

CANCELLATION POLICY – Day Charter

In the event that you wish to cancel your booking with Kangaroo Bus Lines we will require notification in writing as per the below conditions. Should you fail to do so the following cancellation fees will apply.

Cancellation Notification and Fees (Local Sports/Transfers)

- No charge applies when cancellations have been advised in writing at least one hour prior to departure time; Must be notified via fax or email. Fax : 1300 525 329 or email charters@kangarobuslines.com.au;
- 50 % of the quoted amount as per the booking will be invoiced if the booking is cancelled within one hour of the departure time. Again, must be notified via fax or email. Fax : 1300 525 329 or email charters@kangarobuslines.com.au;
- If coaches/buses arrive at the pickup location/boarding point and are not required (have not been cancelled) the full amount will be invoiced as per the booking. Again, must be notified via fax or email. Fax : 1300 525 329 or email charters@kangarobuslines.com.au;

Cancellation Notification and Fees (All Day Hire)

- No charge applies when cancellations have been advised in writing 2 hours or more prior to departure; Must be notified via fax or email. Fax : 1300 525 329 or email charters@kangarobuslines.com.au;
- 50 % of the quoted amount as per the booking will be invoiced if the booking is cancelled within one hour of the departure time. Again, must be notified via fax or email. Fax : 1300 525 329 or email charters@kangarobuslines.com.au;
- If coaches/buses arrive at the pickup location/boarding point and are not required (have not been cancelled) the full amount will be invoiced as per the booking. Again, must be notified via fax or email. Fax : 1300 525 329 or email charters@kangarobuslines.com.au;

In addition to the above cancellation fees and charges any associated cost incurred by Kangaroo Bus Lines by the way of accommodation, barge fare fees, venues etc. that were incurred to secure your booking, these charges will be added to your invoice, should our company be unable to obtain a refund from our suppliers. Should you need to notify us outside our business hours which are 7:30am – 5:00pm Monday to Friday or 8:00am – 12:00pm Saturday, please contact our 24 hour emergency number 0409 915 808.

Should you require any further information, please feel free to contact me.

Regards,



Darren Webster
General Manager



Effective 1st January 2012

Ph: 1300 287 525

382 Morayfield Road,

PO Box 143,

Morayfield Q 4506.

Fax: 1300 525 329

www.kangarobuslines.com.au