

CANCELLATION POLICY – MORETON BAY REGION

School Charter Services

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 two hours prior** to departure time; Must be notified via fax or email. Fax: 1300 525 329 or email Charters@kangaroobuslines.com.au;
- **50 %** of the quoted amount as per the booking will be invoiced if the booking is cancelled **within two hours of the departure** time. Again, must be notified via fax or email. Fax: 1300 525 329 or email Charters@kangaroobuslines.com.au;
- If coaches/buses arrive **onsite** at the pickup location/boarding point and are not required (have not been cancelled prior) 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@kangaroobuslines.com.au;

Cancellation Notification and Fees - All Day Hire

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

In addition to the above cancellation fees, any associated costs incurred by Kangaroo Bus Lines will be added to your invoice, should we be unable to obtain a refund from our suppliers. These costs may include catering, accommodation, barge fares and venues that were required to secure your booking.

Late Return Fees

Late Return fees will apply in the event that a chartered bus returns later than the time specified by the school upon booking.

- Should you leave your venue/destination late, KBL will be charging **\$55.00 (incl. GST)** per 15-minute increments until you arrive back at your school.
- **NO LATE** fee will be applied if you depart your venue on time and arrive back late due to traffic congestion.

Any Late Return fees incurred will be notified to the school in writing via email following the charter and will appear as a line item on the final invoice issued to the school. If at any time you find our Cancellation Policy or Late Return Fees unsuitable please contact our Sales office to discuss further.

Our standard hours of business are 8:00am – 4:30pm Monday to Friday (closed weekends).

Effective 01 September 2018

People · Pride · Passion

CANCELLATION POLICY - SUNSHINE COAST REGION

School Charter Services

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 two hours prior** to departure time; Must be notified via fax or email. Fax: 07 5450 1709 or email sunshinecoast@kangaroobuslines.com.au;
- **50 %** of the quoted amount as per the booking will be invoiced if the booking is cancelled **within two hours of the departure** time. Again, must be notified via fax or email. Fax: 07 5450 1709 or email sunshinecoast@kangaroobuslines.com.au;
- If coaches/buses arrive **onsite** at the pickup location/boarding point and are not required (have not been cancelled prior) the **full amount** will be invoiced as per the booking. Again, must be notified via fax or email. Fax: 07 5450 1709 or email sunshinecoast@kangaroobuslines.com.au;

Cancellation Notification and Fees - All Day Hire

- **No charge** applies when cancellations have been advised in writing **at least three hours** prior to departure; Must be notified via fax or email. Fax: 07 5450 1709 or email sunshinecoast@kangaroobuslines.com.au;
- **50 %** of the quoted amount as per the booking will be invoiced if the booking is cancelled **within three hours of the departure** time. Again, must be notified via fax or email. Fax : 07 5450 1709 or email sunshinecoast@kangaroobuslines.com.au;
- If coaches/buses arrive **onsite** at the pickup location/boarding point and are not required (have not been cancelled prior) the **full amount** will be invoiced as per the booking. Again, must be notified via fax or email. Fax : 07 5450 1709 or email sunshinecoast@kangaroobuslines.com.au;

In addition to the above cancellation fees, any associated costs incurred by Kangaroo Bus Lines will be added to your invoice, should we be unable to obtain a refund from our suppliers. These costs may include catering, accommodation, barge fares and venues that were required to secure your booking.

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