CANCELLATION AND REFUND POLICY

This policy outlines the conditions for cancellations and refunds for our organised trips. Please review it carefully before making a booking:

1. **Cancellation by Passenger:**
   - More than 72 hours (3 days) before departure: If you cancel your trip more than 72 hours in advance, you may be eligible for a full refund, with the provision that we can find a replacement.
   - Less than 72 hours (3 days) before departure: Cancellations made within 72 hours of the scheduled departure are non-refundable.
   - No Show: If you fail to show up for your scheduled bus trip, no refund will be issued.

2. **Cancellation by Bus Company:**
   - In the event that we cancel the bus trip due to unforeseen circumstances (e.g., weather, mechanical issues, etc.), you will be offered the option to reschedule your trip or receive a full refund.
   - We will notify passengers as soon as possible in the event of a cancellation.

3. **Refund Process:**
   - Refunds will be processed to the original payment method within 5-10 business days of approval.

4. **Special Circumstances:**
   - If you experience an emergency situation that prevents you from traveling, please contact us as soon as possible. We will do our best to accommodate you, but these requests are handled on a case-by-case basis.

5. **Overnight Excursions:**
   - For excursions that involve accommodation and other forms of transport (boat/train, etc), those companies may have their own cancellation policies in place in which we need to adhere to.

If you need to make a cancellation, please contact Redlands RSL reception on 3488 1199. If you have any further questions regarding cancellations or refunds, please contact our Veterans and Wellbeing Excursion Coordinator, Greg Saunders on 3488 1158.