



# Compass Tours

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## **What if I wish to cancel the booking?**

Please note our cancellation policy below:

If you wish to cancel your booking with Compass Tours, we will require notification in writing (email) or by phone as early as possible.

Cancellations can be made 24 hrs a day by Phone: [1300 850 676](tel:1300850676) and in writing by Email: [info@compasstours.com.au](mailto:info@compasstours.com.au).

Cancellations details must include the Name and contact number of the hirer, together with Charter and Movement ID to be cancelled.

## **What charges are payable on cancellations?**

Cancellation Fees (All charters including all day hire / transfers including school sports):

- 25% administration fee applies to all bookings, when cancellations or postponements have been advised 14 days or more prior to departure and/or the vehicle has not left the depot.
- 50% of the quoted amount as per the booking will be invoiced if the booking is cancelled or postponed within 14 days of the departure time and/or the vehicle has left the depot.
- 75% of the quoted amount as per the booking will be invoiced if the booking is cancelled or postponed within 7 days of the departure time and/or the vehicle has left the depot.
- 100% of the quoted amount as per the booking will be invoiced if the booking is cancelled or postponed within 24hrs of the departure time and/or the vehicle has left the depot.
- If coaches/buses arrive at the pickup location/boarding point and fail to load or are not required or utilised and have not been cancelled, the full amount will be invoiced as per the booking.
- In addition to the above cancellation fees and charges or associated costs incurred by Compass Tours and Penrith Bus Company will be on charged.