

Compass Tours – Cancellation Policy

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1. Purpose

This Cancellation Policy forms part of the Compass Tours Terms & Conditions of Carriage (Document CT-TC-001).

It sets out the terms and charges that apply where a confirmed booking is cancelled, amended, rescheduled, not utilised, or otherwise not proceeded with.

This policy reflects a genuine pre-estimate of loss incurred by Compass Tours, including vehicle and driver allocation, lost opportunity to rebook, and operational scheduling commitments.

2. Application of This Policy

This Cancellation Policy applies to all bookings made with Compass Tours on or after the Effective Date.

By confirming a booking, the Customer agrees that:

- This policy forms part of the contract between the parties
 - Cancellation charges apply regardless of the reason for cancellation
 - Amendments and rescheduling are treated as cancellations under this policy
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3. Definitions

For the purposes of this policy:

- **Booking** means a confirmed reservation for transport services on a specified date, time, and itinerary.
- **Service Date** means the scheduled date and time the service is due to commence.
- **Cancellation** includes any cancellation, non-use, failure to proceed, amendment, or rescheduling of a booking.
- **Amendment/Rescheduling** means any change to date, time, location, itinerary, duration, or passenger numbers that materially affects allocation or availability.



- **Vehicle Dispatch** means the point at which a vehicle has left depot to commence the service.
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4. Cancellation Notice Requirement

All cancellations, amendments, or requests to reschedule must be provided **in writing only**, in accordance with CT-TC-001.

Accepted method:

- Email: info@compasstours.com.au

The time of cancellation is the time written notice is received by Compass Tours.

Verbal notice may be accepted as preliminary advice only and is not valid unless confirmed in writing.

5. Cancellation Charges

Cancellation charges apply to the total booking value as follows:

- **28 days or more prior to Service Date:**
25% administration and allocation fee
 - **14 to 27 days prior to Service Date:**
50% of total booking value
 - **7 to 13 days prior to Service Date:**
75% of total booking value
 - **Less than 7 days prior to Service Date:**
100% of total booking value
 - **Within 24 hours of Service Date or after Vehicle Dispatch:**
100% of total booking value
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6. Amendments and Rescheduling

In accordance with CT-TC-001:

- Any amendment or rescheduling is treated as a **cancellation of the original booking**
- Cancellation charges apply as per Section 5
- A new booking is required for revised arrangements, subject to availability and pricing at the time of rebooking
- Previous pricing and availability are not guaranteed

7. No-Show or Failure to Travel

Where the vehicle arrives at the agreed location and:

- Passengers fail to board, or
- The Customer elects not to proceed with the service

the booking will be charged at **100% of the total booking value.**

The service is deemed available once the vehicle and driver arrive at the agreed pickup location and time.

8. Weather, Event, Venue, and Third-Party Factors

Cancellation fees apply regardless of:

- Weather conditions
- Venue or council closures
- Event cancellation or postponement
- Government or regulatory restrictions
- Decisions made by third parties (including schools, organisers, or venues)

These circumstances do not affect the Customer's obligation to pay cancellation charges where the vehicle and driver have been allocated and made available.

9. Vehicle Dispatch Rule

Once a vehicle has been dispatched from depot, the booking is deemed fully active.

Any cancellation, refusal to travel, or non-utilisation after dispatch will result in a charge of **100% of the total booking value.**

10. Customer Responsibility

The Customer acknowledges responsibility for:

- Managing event risk (including weather and venue issues)
- Ensuring passengers are ready at scheduled times
- Ensuring itinerary feasibility and access to pickup locations

11. Payments of Cancellation Fees

- Cancellation fees are payable immediately upon invoice
 - Deposits may be applied against cancellation charges
 - Outstanding amounts may be referred to debt recovery in accordance with CT-TC-001
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12. Relationship to Terms & Conditions

This Cancellation Policy operates in conjunction with Compass Tours Terms & Conditions (CT-TC-001). In the event of inconsistency, the Terms & Conditions prevail to the extent permitted by law.

13. Consumer Law Statement

Nothing in this policy excludes, restricts, or modifies rights under the Australian Consumer Law.

All cancellation charges represent a genuine pre-estimate of loss incurred by Compass Tours arising from the allocation and reservation of transport services.