

# Cancellation Policy

## ➔ The Reason For Our Cancellation Policy

We adopt a cancellation policy to ensure the continued smooth operation and availability of our services. It also acts a deterrent to people who make bookings and then do not show up for their transfer with us. Our cancellation policy is in force so we can re-allocate seats to other travellers wishing to use our services. We consider our cancellation policy very fair and commensurate with other cancellation policies found throughout the tourism industry.

## ➔ How Cancellations Are Accepted

We accept cancellations from our passengers directly with us via telephone or email only up until 2200hrs (JST) prior to date of travel. We do not accept cancellations via a third party.

## ➔ Our Cancellation Policy

Cancellations over 3 days prior to travel – no charge.

Cancellations received 1-3 days prior to travel – 50% of the fare is charged.

Cancellations received from 2200hrs the day prior or same day as travel – 100% of the fare shall be charged.

Customers with Pre-Paid Travel Vouchers do not qualify for refunds. Date changes are accepted.

## ➔ If You Do Not Agree With Our Policy

If you do not agree with our Cancellation Policy we ask that you find alternative travel arrangements.