

Scenic Transfer Tours – Terms & Conditions

1. Booking Policy

- Scenic Transfer Tours should preferably be booked at least 48 hours before the scheduled departure time.
- For transfers or tours required within 48 hours, customers may send us an immediate booking request. These bookings are subject to vehicle, driver, and availability confirmation.

2. Cancellation & Refund Policy

Once a booking is confirmed, vehicles and drivers may be allocated specifically for your journey. Therefore, the following cancellation policy applies:

- Less than 48 hours before departure: No refund will be provided. This applies to both regular and immediate bookings, as vehicles and drivers may already be allocated.
- Between 48 hours and 7 days before departure: Cancellation is non-refundable.
- 7 days or more before departure: Customers are eligible for a 50% refund.
- 14 days or more before departure: Customers are eligible for an 80% refund.

3. Refund Processing

- Approved refunds will be processed within 5 working days after the cancellation has been confirmed.
- Depending on the customer's bank or payment provider, additional time may be required for the refunded amount to appear in the customer's account.

4. Immediate Bookings

- For bookings requested within 48 hours of departure, we will make every effort to arrange a suitable vehicle and driver. However, all immediate bookings are subject to availability and confirmation.
- Once an immediate booking is confirmed and vehicle and driver arrangements have been made, the booking will be non-refundable.

5. Acceptance of Terms

- By confirming a booking with us, the customer acknowledges and agrees to these booking, cancellation, and refund terms and conditions.