

AVALON PASSENGER T's & C's

MyBus Geelong Office hours are Monday to Friday 8.30am – 4.30pm. We understand your travel plans change, that is why we have made our cancellation process simple and easy.

DELAYED FLIGHTS

If your flight has been delayed during our business hours, please call our friendly staff at MyBus Geelong on 1300 169 287. We will notify the driver and we will keep an eye on your flight and the driver will be at the airport once the plane has landed.

If it's outside of the business hours, please call or message your allocated driver and let them know of any changes to your flight.

CANCELLED FLIGHTS:

If your flight has been cancelled and you are unable to fly, please call the Office on 1300 169 287 during business hours.

If outside of business hours, please call or message your allocated driver and then call MyBus during business hours to reschedule.

You can receive a full refund or MyBus credit if your flight is cancelled. The credit is valid for 12 months from your original booking date.

We will require proof of your cancelled flight to be sent to hello@mybusgeelong.com.au for a full refund.

CHANGE OF MIND:

All Bookings cancelled as a change of mind circumstances will need to be cancelled through the Office on 1300 169 287 during Business Hours and with a minimum of 48 hours' notice. If outside of business hours, please call or message your allocated driver and let them know of your cancellation. MyBus Geelong we will provide a credit, less 20% administration fee.

If 24hrs notice is provided to MyBus Geelong, we will provide a credit less 25% administration fee.

If you fail to notify MyBus or your allocated Driver within 24hrs of your pick-up time, no credit will be provided.

GROUP BOOKINGS T's & C's

MyBus Geelong Office hours are Monday to Friday 8.30am – 4.30pm. We understand your plans change, that is why we have made our cancellation process simple and easy.

Deposit / Balance:

- If you have accepted our quote, a **30%** deposit is required to secure your booking. The remaining balance will need to be paid 7 days prior to your booking. You can either pay the Deposit / Balance with a Credit Card over the phone by calling MyBus on 1300 169 287 or we can provide you with the Bank details for an online transfer. We will need an emailed receipt for all bank transfers so we can attach that receipt to your booking.

Bond:

- We hold a per bus \$200.00 bond with all group bookings, which is required 7 days prior to your booking. You can either pay the Bond with Credit Card over the phone by calling MyBus on 1300 169 287 or we will provide you with the Bank details, so you can do an online transfer. We will need an emailed receipt for all bank transfers, so we can attach that receipt to your booking.
- To ensure your bond is fully refunded within three business days, we ask that all rubbish is taken with you when leaving the bus, no damage to any part of the bus, no passenger mess (i.e. vomit) on the floor or seats, and; once the driver is happy with the state of the bus at the end of your booking, your bond will be refunded.

Booking amendments:

- If you require a date change, we require at least 7 days' notice. You will receive an email confirming your new booking details. For all funds that have been paid, we will transfer them to your new booking date.
- If you require changes to times, passenger numbers or pick up or drop off destinations, please notify us with a minimum of 48-hours' notice to ensure we can advise the driver and accommodate your changes. If there is anything extra and not included in your original booking price, the additional balance will be required before the booking takes place.

Cancellations:

- IF you are unable to continue with your booking, we require a minimum of 7 days cancellation notice for a full refund.
 - If cancelled with more than 7 days' notice, a full refund will be provided.
 - If cancelled with a minimum of 48 hrs notice, a refund will be provided less the 25% admin fee.
 - If cancelled under 48hrs notice, a refund will be provided less a 50% admin fee.
 - If cancelled within 24hrs, no refund will be provided.
 - A refund for the bond also will be provided if cancelled.

General housekeeping:

- Please keep all feet of the seats
- Seat belts are to be worn at all times
- No standing up on the bus at any time while in motion
- All rubbish to be taken with you