

## CANCELLATION POLICY

### THE POLICY

#### **ALL CANCELLATIONS MUST BE SUBMITTED IN WRITING**

#### **1.0. REFUNDS**

Refund eligibility is based on the following conditions:

- 1.1 **Full refund:** Cancellations made **48 hours or more** before the scheduled hire period.
- 1.2 **50% refund:** Cancellations made **less than 48 hours** before the scheduled hire period.
- 1.3 **No refund:** Cancellations made **after the vehicle has departed** for the agreed location.
- 1.4 In the event that the Licence Agreement has been signed but the Hirer has not yet paid the Licence Fee. A revised invoice will be sent by the Booker to the Hirer reflecting the terms of this Cancellation Policy.