

Orbit Coaches Refund Policy

1.1 What refunds are allowed?

We do not Refund any deposits which you have made.

If you choose to cancel a booking which you have paid in full the following cancellation fees apply;

Notice	Refund amount
3 Days	0%
4-7 days	25%
7-30 days	50%
30+ days	75%

Confirmed bookings for June and July, which is our busiest period – no refund. Bookings may be transferred to an alternative date (at the Company’s discretion – subject to availability) with a minimum of 7 days’ notice at a £10 charge per change administration fee.

1.2 Refunds for delay or cancellation of service:

If the coach you were booked to travel on is delayed or cancelled or there are insufficient seats and as a consequence you reasonably decide not to travel, you may claim a refund if you return the ticket to either the office or agent where you bought it or the Refunds Department in accordance with the general rules set out in Clause 6.5 below. If you have used the outward part of a return ticket we will refund the price paid for the return part of the journey.

1.3 General rules for refunds:

In any case where we are obliged to provide a refund, we will only be obliged to give you that refund on the following conditions:-

- (a) You must make the refund claim: You must make your claim for a refund yourself and if asked you must provide reasonable proof of your identity and purchase.
- (b) You are only entitled to a refund if you have paid the amount which is being refunded.

1.4 Where you must make the claim:

You may claim a refund from the office or agent who has taken the booking. If you make a claim after the departure time shown on your booking confirmation or you are unable to contact the original issuing office you should write direct to the Refunds Department, Orbit Coaches Ltd, Unit 12D Moore Road, Ellistown, Leicestershire LE67 1FB enclosing your booking confirmation and an explanation as to why you could not use it.

1.5 Effect of refund:

If we give you a refund, then your booking will be cancelled, and we shall have no further obligation to carry you under that booking.

Non-refundable products: In addition to certain non-refundable deposits, there are other products which remain non-refundable (including, but without limitation, insurance and booking fees)