

1. CHANGES AND CANCELLATION POLICY

A. Tickets purchased directly through the “Company”

i. Basic Ticket

- i. One time date or time change (based on availability) can be made up to 48 hours’ notice prior to travelling. A **\$8.00** change fee **per ticket** will be applied to the consumer
- ii. A cancellation can be made up to 48 hours’ notice prior to travelling. A **\$20.00** fee **per ticket** will be applied to the consumer
- iii. Any changes or cancellations requested with less than 48 hours’ notice will not be honored, and no refunds will be applied
- iv. Loyalty Program Subscription included (opt in consent must be given)

ii. Basic Ticket with optional **PREMIUM Trip Insurance Package**

- i. Date or time change (based on availability) can be made up to **3 hours’ notice** prior to travelling at no cost to the consumer
- ii. Full refunds available with a minimum of **6 hours’ notice** prior to travelling
- iii. Transfer your ticket to another person with a minimum of **6 hours** of travelling (full name, cell phone number and email address are required for the transfer)
- iv. Select **PREMIUM** Trip Interruption Insurance prior to check out
- v. Loyalty Program subscription included (opt in consent must be given)
- vi. **PREMIUM** Trip Interruption Insurance price is **11.5%** of the total ticket price

iii. Basic Ticket with optional **STANDARD Trip Insurance Package**

- i. One time date or time change (based on availability) can be made up to **12 hours’ notice** prior to travelling at no cost to the consumer
- ii. Full refunds available with a minimum of **24 hours’ notice** prior to travelling
- iii. Select **STANDARD** Trip Interruption Insurance prior to check out
- iv. Loyalty Program subscription included (opt in consent must be given)
- v. **STANDARD** Trip Interruption Insurance price is **7.5%** of the total ticket price

B. Purchases made through 3rd Party Vendor (i.e., BusBud)

- i. Are **non-refundable** and **non-exchangeable**
- ii. **Do not qualify for our Loyalty Program**
- iii. Date or time changes can be made up to 48 hours prior to travelling (based on availability). A **\$15.00** fee **per ticket** will be applied to the consumer

C. **All changes** to booking(s) must be made by calling us at 1-855-595-1855 during office hours or by emailed at shuttleservices@rtbtours.ca. Emails must be received within the times restrictions mentioned above to be processed.

D. Exceptions such as bereavements or medical conditions may qualify for a full refund with reasonable evidence and proper documentation

E. Not arriving on time for your trip (“**No Show**”), will not qualify for a date or time change or refund regardless of ticket option purchased. A new ticket must be purchased at full price

F. The Company will not be held responsible for lost or stolen tickets.