

CHANGES AND CANCELLATION POLICY

Tickets purchased directly through the "Company" on www.rtbttours.ca

FLEXIBLE TICKET

- Date or time changes can be made up to 12 hours prior to traveling at **no charge** *
- Date or time changes up to 2 hours prior to travelling \$10.00 change fee/ticket plus GST *
- Cancellations and refunds up to 12 hours prior to travelling at **no charge**
- Cancellation less than 12 hours prior to travelling, **No Refunds**
- Cancellations can be made by calling 1-855-595-1855 during business hours

STANDARD TICKET

- Date or time changes up to 2 hours prior to travelling, **\$15.00** change fee/ticket plus GST *
- Changes must be made by calling our office at 1-855-595-1855 during business hours. Credit card information will be required to process the change(s)
- There are **no refunds** with this ticket type purchase.

Purchases made through 3rd Party Vendors (i.e., BusBud, Wanderu, etc.)

Date or Time changes

- Date or time changes made up to 2 hours prior to traveling, **\$20.00** change fee/ticket plus GST *
- Changes must be made by calling our office at 1-855-595-1855 during business hours. Credit card information will be required to process the change(s)
- Cancellations are **non-refundable**

Exceptions such as bereavements or medical conditions may qualify for a refund with reasonable evidence and proper documentation. Each will be assessed prior to refunds being honoured.

(Airline, train, or bus reschedules **DO NOT** qualify)

No Shows

Not arriving on time for your trip will **not** qualify for a date or time change or refund regardless of ticket type purchased. A new ticket must be purchased.

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

Children & Car Seats

- All children 6 years or less, weighing under 18kg/40lbs must be in an approved car or booster seat
- We DO NOT supply car seats

Pets and Service Animals

- Pets are **NOT** permitted on board
- Service dogs **ONLY** will be allowed if pre-booked and with proper documentation
- Proper licensed credentials of a Service dog must be shown by the owner to the driver
- Service dogs cannot occupy a seat
- Support Animals are currently not allowed

LUGGAGE ALLOWANCE

- A. Two (2) pieces of luggage (includes carryon) is included with the fare, total weight of all pieces will **not exceed 23 Kg. Bags must be no larger than 76 x 53 x 30.5cm (30 x 21 x 12 inches)**
- B. One (1) extra piece allowed per person will be **\$10.00** (plus GST) and must be paid at time of booking
- C. Passengers with extra unpaid bags will be charged **\$15.00** (plus GST) for each bag payable to the driver
- D. Oversized bags (Roller ski bags, golf bags, large duffel bags) will be charged **\$30.00 plus GST** and must be paid at time of booking. Must be 22.5kg/50lbs or less, not larger than 61 x 61 x 114 or 24 x 24 x 45 inches
- E. Passengers with unpaid oversized bags will be charged **\$40.00** payable to the driver if room available
- F. The company assumes no responsibility for damages, breakages, deterioration, or loss of any baggage
- G. All luggage must be claimed upon arrival at your destination
- H. Lost and found items inquiries, call 1-855-595-1855 for arrangements
- I. Larger items such as bicycles can be booked by calling our office at 1-855-595-1855. Cost \$35.00
- J. Liability for luggage will be limited to a maximum of \$100.00 based on the loss or damage sustained and the actual value of the luggage
- K. Claims must be filed in writing for loss or damages within 15 days of travel with us at shuttleservices@rtbtours.ca

* Based on availability

Effective Aug 1, 2023 - v.5