

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 2 hours prior to traveling at **no charge** *
- Date or time changes less than 2 hours prior to travelling \$10.00 admin fee/ticket plus GST *
- Cancellations and refunds up to 12 hours prior to travelling at **\$5.00 admin fee/ticket plus GST**
- Cancellation less than 12 hours prior to travelling, **\$15.00 fee/ticket plus GST**
- Cancellation less than 6 hours prior to travelling, **No Refund**
- Cancellations can be made by calling 1-855-595-1855 during business hours

STANDARD TICKET

- Date or time changes 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 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 (must be boxed) 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 Sep 21, 2023 - v.7