



# Refund Policy

## Deposit, Cancellation and Refund Policy

Our policy for accepting deposits, cancellations and processing refunds is as follows:

1. After the hire has commenced then as per the Terms and Conditions of Hire (the Rental Agreement). The following also applies and is to be read in conjunction with the Terms and Conditions of Hire and is detailed fully below:

(a) In the event of an accident there is NO OBLIGATION to either supply another vehicle or provide a refund for the balance of the hire term. Providing a replacement vehicle is entirely at the vehicle owner's discretion, but if the accident is not the hirers' or nominated drivers' fault then we may provide a replacement (subject to bookings), again this is at our discretion.

(b) In the event that the hirer wishes to terminate early, there is NO OBLIGATION to provide a refund for the balance of the hire period.

2. If a deposit has been taken, then the following will apply:

(a) Cancellation within twenty four (24) hours of the hire commencing, NO REFUND.

(b) Cancellation prior to twenty four (24) hours of the hire commencing, FULL REFUND less a fee to cover administration.

The only EXCEPTION is that within (a) a full or partial refund may be granted solely at the vehicle owners discretion.

3. Cancellation advice MUST be received by us in writing (includes emails). A response WILL be sent to you confirming cancellation of the hire and where applicable details of any charges made under this policy.

4. In the event of a "No-Show", following a confirmed booking being made, the full hire cost is payable by the hirer.

***The refund policy applies to all these deposits.***