



# JB Transport Services

## **Refund Policy**

This refund policy is adopted by all clients of JB Transport Services and will apply to all vehicles as arranged on the customers behalf through JB Transport Services.

## **Definitions**

PHV means Private Hire Vehicle.

## **Cancellations and Bookings**

If you need to cancel your booking please contact JB Transport Services as soon as possible. All cancellations made within 24 hours of the booking time will not incur a penalty charge. JB Transport Services reserves the right to deduct 10% from the pre-paid fare when refunding the amount to you within 7 days of making the booking. In exceptional circumstances, a penalty of up to 50% of the fare can be levied for late cancellations within 7 days of the original booking date.

As a general rule journeys from airports are dispatched up to three hours before flight arrival. Invoices will be sent for cancellations of a booking that have not been pre-paid, These invoices must be paid within 30 days and any unpaid invoices will incur a minimum 10% charge of the original invoice amount. The time stipulated for payment shall be of the essence of the Agreement. Failure to pay within the period specified shall entitle us to write to you and upon the expiration of seven days notice, to charge you for costs and expenses incurred in recovering late payments, and to charge interest at the current rate then in force pursuant to the Late Payment of Commercial Debts (Interest) Act 1998 as at the due date or on the above rate whichever is the greater. JB Transport Services recommends phoning us on our contact number or emailing us using the email below and cancelling with us. Refunds to credit / debit cards can only be refunded to the original card used within 7 days of the original booking date. Refunds made by cheque can only be made out to the customer's name that made the original booking. This will be posted to the customer within 5 days of the original booking date.

## **Liability**

JB Transport Services to cancel all services and provide upto 100% of the refunds (within 7 days of the original booking date), in the event of circumstances beyond their control. If a car breaks down during the journey, JB Transport Services will provide an alternative with a practical time allowance.

## **Termination**

No refunds will be given for journeys terminated part way through the hire, full fare will be due to the driver and/or invoice issued if the journey is not pre-paid.



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