

CANCELLATION POLICY

The customer may amend its reservation free of charge up to 72 hours prior to the start date of the rental or during the rental period (providing that we are able to accommodate the change), by contacting Drive Ride Explore on 0455 135 558. If the amendments to the reservation are not completed as stated above, no refunds shall be given for unused days for rentals ended early (i.e. the customer returns the vehicle before the end of the agreed rental period) or late collections, if the customer fails to collect the vehicle on the rental start date or cancellations made after the due rental start date. If the customer wishes to amend the booking under 72hrs before the start of the rental contract, there will be an administration fee charged of \$25.00.

Cancellations can only be made by phoning Drive Ride Explore on 0455 135 558.

The procedures are as follows;

- A 50% refund will be given if cancelling between 14 – 7 days before start of Rental Contract.
- No refund will be given if the customer cancels less than 7 days before or fails to collect the vehicle on the rental start date and has failed to notify Drive Ride Explore in due time.

All refunds will be returned to your account, within 3 -5 business days.

A cancellation confirmation shall be sent to the customer via email.

COVID 19 CANCELLATIONS

Changes to our Cancellation Policy for customers in relation to Covid 19 cancellations. If for any reason you are unable to travel and keep your booking with us due to Covid 19, we can offer to place your booking "on hold" until such time as you are able to rebook your trip. Your booking will transfer as is at the original price paid. Once you are ready to rebook, we ask that you contact us via admin@driverideexplore.com.au or on 0455 135 558 to transfer your credit to your new booking. Booking changes will be subject to availability.