



Payment and Cancellation Policy

Upfront Payment Requirement

For journeys commencing outside Basingstoke, payment must be made in advance using a secure payment link provided by Sum Up, our trusted payment provider. As a small business, we are unable to allocate additional staff to follow up on unpaid payments.

Booking and Payment Conditions

If payment is not received prior to your scheduled booking, your reservation may be cancelled without further notification. Once your booking is confirmed and payment is received, cancellation and refund requests are subject to the following conditions:

- More than 12 hours' notice: A 15% fee will be deducted from your refund.
- Less than 12 hours' notice: A 25% fee will be deducted from your refund.

Please note, once your booking has been dispatched, refunds are no longer available.

Cancelling a Booking

To cancel your booking, please contact our office directly and obtain confirmation or acknowledgment of the cancellation.

Important Reminders

As a small business, we cannot pursue unpaid payment links, so any booking without completed payment may be cancelled without notice. Refunds are processed according to the notice period provided, and no refunds can be issued after dispatch.