

# Reservations Policy

ALL reservations are NOT confirmed until the status of the reservation shows confirmed. Reservations are confirmed by the BTS Tours Pty Ltd, Port Douglas office. At that time the status of the reservation(s) is updated online. If reservations are not confirmed by the local office, the passenger/customer is notified using any available contact details provided on the reservation and all monies returned.

All values displayed are honoured once booking has been confirmed.

Any amendments to your reservation are subject to refusal within the 72 hours of reservation this may depend on circumstances. Reservations are based on time and time is stated on the booking. Additional waiting time may be charged and will be payable direct to the chauffeur if waiting is additional.

Levis and surcharges may be charged and may occur without notice. All additional charges are payable direct to the local operator or direct to the chauffeur at the time of request.

Any negotiation directly with any individual office/region may not result in accurate information being held online. BTS will not be held responsible for any reservations directly made with individual office or regional office.

Online reservations are subject to online bank transactions to finalise the reservation. Other methods of payment are available. Other forms of payment will be slower and time should be taken for payment to be completed at least 72 hours prior to the date of reservation.

BTS will cancel unpaid reservations falling within 72 hours of their reservation date. No attempt will be made to contact the passenger regarding their failure to pay prior to the 72 hour time limit.

# Refund Policy

You will receive full refund if you notify BTS of your intent to cancel your reservation and your reservation has been confirmed cancelled by the respective office of your reservation more than 72 hours prior to the date of your reservation. BTS Tours Pty Ltd will not enter into nor negotiate refunds regarding cancellations received and not confirmed cancelled by the respective office of your reservation within the 72 hours prior to your reservation. All accepted refunds will be credited to the original credit card information given at the time of reservation. This will generally be as a reversal of transaction on that credit card.

BTS Tours Pty Ltd also trading as BTS PortDouglasBus.com P.O.Box 151 Qld 4877  
49 Macrossan St, Port Douglas Qld 4877. Phone 07 40995665. A.C.N. 083 167 819